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PATENT

Date August 18, 2000

Docket No. 1017-5616

CERTIFICATION UNDER 37 CFR 1.10

I hereby certify that this New Application Transmittal and the documents referred to as enclosed therein are being deposited with the United States Postal Service on this 18th day of August, 2000 in an envelope as "Express Mail Post Office to Addressee" Mailing Label Number EL698157899US addressed to: Box Patent Application, Assistant Commissioner of Patents, Washington, D.C. 20231.

Karen J. Bauer  
(Type name of person mailing paper)

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Washington, D.C. 20231

JC887 U.S. PTO  
09/641820  
08/18/00

NEW APPLICATION TRANSMITTAL

Transmitted herewith for filing is the patent application of

Inventor(s): Weinstock, Timothy Robert; DeVallance, Kimberly Ann; Haselhorst, Randall Allan; Kennedy, Craig Stephen; Smith, David Gary

For : Web enabled Business to Business Operating System for Rental Car Services

Enclosed are:

1. Benefit of Prior U.S. Application (35 USC )

\_\_\_\_\_ The new application being transmitted claims the benefit of a \_\_\_\_\_ and enclosed is added page for new application transmittal where benefit of a prior U.S. application claimed.

2. The Papers Required For Filing Under 37 CFR 1.53:

<u>13</u>	Pages of Specification
<u>1</u>	Pages of Abstract
<u>7</u>	Pages of Claims
<u>2</u>	Sheets of Drawing
<u>85</u>	Exhibit A
<u>92</u>	Exhibit B
<u>246</u>	Exhibit C
<u>68</u>	Exhibit D

X  formal   informal

In addition to the above papers there is also attached:

Pages of an Amendment  
 x  Return Receipt Postcard  
  Information Disclosure Statement with   copies of references.

### 3. Declaration or oath

- \_\_\_\_ Enclosed \_\_\_\_ pages  
\_\_\_\_ Newly executed (original or copy)  
\_\_\_\_ Copy from a prior application (continuation/divisional with page 5 of 5 completed)  
\_\_\_\_ Deletion of Inventor(s) (signed statement attached deleting inventor(s) of prior application)  
  
  x   Not enclosed

### 4. Inventorship Statement

The inventorship for all the claims in this application are:

  x   the same

**OR**

\_\_\_\_ are not the same and an explanation, including the ownership of the various claims at the time the last claimed invention was made, is submitted.

### 5. Language

  X   English                      \_\_\_\_ Non-English

A verified English translation of the

[check applicable item(s)]

\_\_\_\_ specification and claims

\_\_\_\_ declaration

is attached.

### 6. Assignment

  x   An assignment of the invention to Enterprise Rent-A-Car Company

\_\_\_\_ is filed under separate cover sheet

\_\_\_\_ was filed in the prior application

  x   will follow

### 7. Certified Copy

\_\_\_\_ (Country)                      (Application No.)                      (Filed)

from which priority is claimed

\_\_\_\_ is attached

\_\_\_\_ will follow



## 8. Fee Calculation

### CLAIMS AS FILED

	Number Filed	Provided with Basic Fee	Number Extra	Rate	Basic Fee \$690
Total Claims	46	20	26	X \$18.00	\$ 468.00
Independent Claims	5	3	2	X \$78.00	\$ 156.00
Multiple Dependent Claim(s), if any	0	0	0	X \$260.00	\$ .00

- ☐ Amendment canceling extra claims enclosed
- ☐ Amendment deleting multiple dependencies enclosed
- ☐ Fee for extra claims is not being paid at this time

Filing Fee Calculation \$1,314.00

## 9. Small Entity Statement

- ☐ verified statement that this is a filing by a small entity under 37 CFR 1.9 and 1.27 is attached.

Filing Fee Calculation (50% of above) \$ \_\_\_\_\_

## 10. Fee Payment Being Made At This Time

- ☒ Enclosed
- ☒ basic filing fee \$ 1,314.00
- Total fees enclosed \$ 1,314.00

## 11. Method of Payment of Fees

- ☒ check in the amount of \$ 1,314.00

**12. Authorization to Charge Additional Fees**

X The Commissioner is hereby authorized to charge the following additional fees which may be required to Account No. 18-1829;

X 37 CFR 1.16 (filing fees and presentation of extra claims)

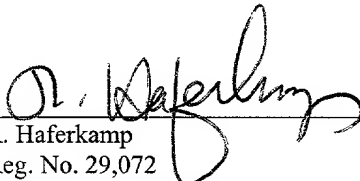
X 37 CFR 1.17 (application processing fees)

1.311(b).     37 CFR 1.18 (issue fee at or before Mailing of Notice of Allowance, pursuant to 37 CFR

**13. Instructions As To Overpayment**

X credit Account No. 18-1829

**14. Correspondence Address**

  
\_\_\_\_\_  
R. Haferkamp  
Reg. No. 29,072  
HOWELL & HAFERKAMP, L.C.  
7733 Forsyth Boulevard  
Suite 1400  
St. Louis, Missouri 63105  
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**PATENT**

Exp. Mail EL698157899US

Web enabled Business to Business Computer System  
for Rental Car Services

Field of the Invention

This invention relates generally to the field of an Internet enabled business-to-business intelligent communication link allowing a first business organization to have intelligent interaction with a  
5 second fully integrated business organization to facilitate the placing of orders or reservations for business services or goods, with the services or goods provider having a computer network linking multiple levels of its organization to provide for the smooth conduct of business between the two organizations. More particularly, this  
10 field relates to an Internet enabled automatic rental vehicle transaction system to facilitate the conduct of rental vehicle transactions between two multilevel business organizations, one of which provides such rental vehicle transaction services in an integrated manner through business enterprise software to a high  
15 volume user of such rental vehicle services wherein an Internet web portal is defined by the rental vehicle service provider which interconnects the two business organizations at multiple levels, providing a graphical user interface (GUI) for the transaction of large amounts of rental vehicle services automatically and virtually  
20 without human intervention upon entry.

Background of the Invention

Computer technology has been embraced by many businesses in order to handle their ever increasing order flow as well as to mitigate the increasing blizzard of paper required to be produced to document this business. A significant benefit which often drives the implementation of technology is its further advantage in increasing productivity to thereby allow fewer people to handle greater volumes of business. One such good example demonstrating the efficiencies and value to be gained by implementing technology is the business model developed and followed by the assignee of the present invention. A rental car company at its heart, the assignee transacts an ever increasing number of time sensitive, relatively low dollar volume, vehicle rentals which in many instances require authorizations to be made in advance, reservations of vehicles from available geographic and vehicle type selections, monitoring of the rental as it progresses including possibly extending the rental under certain circumstances, communications between the various parties involved in the transaction to ensure ultimate customer satisfaction, and financial accounting for the transaction including generating invoices and processing them for payment. While a significant portion of the vehicle rental business involves rental for leisure, business travel, etc., another significant business relationship has developed with insurance companies and the like in what has been termed as the replacement car rental service business. In this business, a vehicle insurance company may have many thousands of policyholders who are eligible to be involved in accidents, and other dislocations of use, requiring that a vehicle be rented for that customer's use while his own vehicle be made ready again for use. Thus, for this business segment, a multi-tiered business organization such as a vehicle insurance company represents a significant customer for repetitive vehicle rental services. To conduct this business in an orderly, time efficient and cost efficient manner, it is necessary that this insurance company has as its business partner a vehicle rental company which is itself multi-tiered, such as the assignee of the present invention. This is because the needs, both geographically and in volume, are significant which require the dedication of a significant amount of resources. To satisfy these needs and to respond to other business growth, in its embrace of technology the assignee hereof has succeeded in developing an in-

house computer system and related software which has integrated its business internally. This business integration has been massive and company-wide as is needed to integrate a company having a central office with literally thousands of individual branches located  
5 nationally, and even now internationally, with hundreds of thousands of vehicles available for rental. Furthermore, other business partners including other service providers such as vehicle repair shops have also been given access to this system to allow for input of information relating to progress of vehicle repair, extension of  
10 rental time, etc. as the rental progresses. This integrated business computer network and software generally includes a mainframe server at the heart of a wide area network (WAN) which facilitates the transfer of vehicle rental information and orders company-wide. This integrated business model is most efficient and needed in order to  
15 satisfy the vehicle rental service needs of a vehicle insurance company which itself may be national or even international in scope.

As a first step in extending the integration of technology into this business model, the present assignee has previously developed and implemented a computer system which has provided improved  
20 communication capabilities between the two business partners. This system generally comprised a second mainframe computer linked to the first mainframe of the integrated business network, with dedicated access lines being provided from this second mainframe to various levels of the multilevel business organization comprising the  
25 insurance company. In effect, with this additional mainframe and dedicated pipeline access, various individuals at the insurance company were permitted to directly interact with the integrated business computer network of the vehicle rental company as well as other selected service providers such as body shops where wrecked  
30 vehicles were being repaired. The implementation of this system provided a great step forward over the people intensive business activity previously required in order to handle the large number of transactions encountered in this business relationship.

Historically, the replacement car market engendered large numbers of  
35 telephone calls being placed between the insurance company, the rental company, and the body shop where vehicle repair was being performed in order to authorize the rental, select and secure the desired replacement vehicle to be provided, monitor the progress of the repair work so that scheduling of the rental vehicle could be

controlled, extending the vehicle rental in the event of delays in repair, authorizing various activities involved in the rental process including upgrades of vehicles or other charges for services, and subsequent billing of the rental service and processing the billing to the insurance company for payment.

While the implementation of this system was successful and represented a tremendous step forward in automating the business relationship between the insurance company and the vehicle rental company, it did have certain limitations. For example, a specific communication link had to be established between the rental vehicle company and the particular users at the insurance company designated to have access to this system. Thus, special attention and some modicum of expense was required to establish these "pipelines" and maintain them. Still another aspect to the system implemented was that it was not "browser" based nor did it provide graphical user interface (GUI) menus. Thus, each user had to be specifically trained in the particular "language" used by the system and learn to work with specific menus nested in a specific manner as well as codes for entering commands which were not similar to other computer software programs. This software design thus necessarily required additional training in order to insure that users could gain the full measure of advantage provided by the system and in order to minimize the opportunity for erroneous information or incorrect reservations from being entered or otherwise confusing the business transactions. Furthermore, user efficiency was not immediate and required skill beyond that ordinarily found in casual computer users, as we are all becoming in this computer age. Still another disadvantage to the system was that access was required to a designated entry point in the system in order for a person authorized to be on the system to work with it. As the nature of the insurance and replacement car business requires extreme mobility at multiple levels of both business partners, this represents a limitation to the usefulness and time efficiency with which various business functions could be performed. Therefore, while implementation of the second mainframe allowing for pipeline connections at various levels of the multi-tiered insurance company was a significant step forward in automating the business relationship between the two business partners, significant limitations to this solution were readily apparent to the users thereof.

Summary of the Invention

The inventors herein have succeeded in designing and developing a means for substantially enhancing the business to business communication link between these two businesses which provide significant advantages over its prior embodiment. More particularly, the inventors have succeeded in replacing the dedicated pipeline access of the existing system with a web portal allowing Internet access to the mainframe with a browser based graphical user interface (GUI) presentation. This also made the system more readily accessible to smaller business partners as the expense of the "pipeline" was eliminated. This invention offers several important technical advantages over the previous system. First of all, by taking advantage of the ubiquitous nature of the Internet, the ultimate in portability and connectivity for this system is now provided in a business environment where mobility and connectivity are at a premium. In other words, a claims adjuster, body shop, or any other business employee authorized to have access to the system may gain access at any site offering Internet access. In present day technology that includes many mobile devices and appliances which are Internet enabled. As technology advances, it is conceivable that this access will extend to permit "24/7" access by any authorized person at any geographic location. This is a marked improvement providing immediate benefit and advantage over the dedicated pipeline access of the prior art system.

A second major advantage of the present invention is its graphical user interface. The inventors have taken full advantage of this browser based GUI to streamline and organize the presentation of information to a user to actually guide him as he interacts in doing his business. One such example is customized design of the menus such that the user is guided and directed to answer only those questions required to be answered in order to conduct the particular transaction being addressed, and further to present choices to the user for his selection to minimize the need for the user to rely on his own memory or to be familiar with complicated and specialized codes to enter data or request transaction activity. With the recent and continuing explosion of the Internet, more people are becoming familiar with browser programs and their operation through their own daily activities in their personal lives. This familiarity paves the way for easier training and quicker orientation of a new user to the

present invention. For large business organizations communicating at multiple levels, this significant advantage cannot be minimized as there are large numbers of people who must be continuously trained due to the growth of the organizations, as well as the inevitable  
5 attrition. Thus, the present invention provides an immediate increase in worker productivity, and makes that improved efficiency available to many more workers who are not particularly skilled otherwise in computer usage.

Still another advantage provided by the present invention is  
10 through the implementation of additional functionalities which are engendered by the browser/GUI interface. As the system is continuously used, and feedback is continuously monitored and analyzed, additional features that add value through providing management information as well as by speeding transaction activity  
15 over the system may be implemented. For example, several of these features include the ability of a user to create an on demand report for transaction activity including summaries of transactions handled by a particular user or group of users which might either be open or closed. Another example of additional functionality which improves  
20 the efficiency of a user is the ability to create a repair facility call back list which allows a user to sort existing open vehicle rental reservations by repair facility (body shop) and date such that a user is presented with the list of open reservations at a particular repair facility which can be readily handled in a single  
25 telephone call while at the same time having the system on line to implement any needed changes such as extensions of reservations, etc. Additional functionality has also been provided to speed the processing of invoicing which of course also speeds their payment and cash receipts. For example, it was found that even despite the  
30 built-in error checking and correction facilities provided to the users of the system, a repetitive pattern of mistakes involving incorrect claim numbers was discovered. To speed the processing of these, an additional functionality was provided as an "electronic audit" known as invoice return which returns an invoice to a  
35 particular adjuster upon detection of an incorrect claim number for his human intervention and correction of the claim number. In this manner, problem invoices exhibiting one of the most common problems encountered may be readily handled within the system and in an efficient manner, instead of manually as before.



The present invention also has as a significant advantage the ability to be further customized to meet the individual business partners' needs and desires as well as to provide additional functionality by offering additional features which become desirable upon accumulation of user data based on user experience. Furthermore, once implemented, they are immediately available system wide.

Still another advantage of the present invention is that the graphical user interface incorporates point and click interaction, using buttons and tabs to present or conceal data for the user's attention or inattention as the case may be, and provide a much more robust interaction capability through the creation of menu designs that allow for access to the most commonly needed features from any point in the menu architecture. This is to be contrasted with the prior system which consisted of a main frame character based interface while the present invention with its GUI interface allows a user to point and click to navigate and to make selections by pull down selection, thereby reducing errors. As users become more experienced with the system, and their confidence level grows, they are much more likely to become bored and aggravated with the rigid structure of the prior system requiring them to follow along a certain menu architecture in order to complete certain tasks. On the other hand, the present invention generally increases the interest of the user in using the system. These advantages of the present invention over the prior interface promote employee productivity by allowing a user more control over his work which is critical in achieving savings in human resources to operate the system which is one of its main goals.

While the principal advantages and features of the invention have been discussed above, a greater understanding of the invention including a fuller description of its other advantages and features may be attained by referring to the drawings and the detailed description of the preferred embodiment which follow.

#### Brief Description of the Drawings

Figure 1 is a schematic diagram of the computer systems comprising the invention; and

Figure 2 is a flow chart of the software programs which communicate over the computer systems of fig. 1 to implement the invention.

Detailed Description of the Preferred Embodiment

The overall system architecture for the present invention 20 is best shown in Fig. 1. As shown therein, an insurance company computer system 22, which itself may be virtually any computer configuration or even a stand alone PC accesses the Internet 24 through any convenient access point 26 such as even including an ISP (Internet service provider), as known in the art. Also connected to the Internet 24 is a web portal 28 which is preferably provided by a server appropriately programmed as explained herein below. This web portal 28 may be appropriately configured as desired to suit any particular business relationship or arrangement, although preferably the inventors herein and assignee of this invention have determined that a 24/7 or full time connection to the Internet 24 is preferable, except for scheduled downtimes for maintenance, etc. The service provider 30 which for purposes of explaining the present preferred embodiment is preferably a vehicle rental organization, has itself an Internet portal mainframe 32 connected by a bi-directional communication link 34 to a second computer network 36 which may itself preferably have a mainframe server 38. This second computer system 36 is preferably a network having a database 40 for communication with what may be thousands of branch offices each of which has its own computer interface 44 which communicates to this second mainframe server 38 to conduct the integrated business functions of a service provider organization. Instead of communicating with the branch offices directly, a reservation may be communicated to a centralized location for further processing, such as a call center, and then relayed on to an appropriate branch office. This might be desirable under certain circumstances, such as if a branch office is closed, or when a purchaser requires some specialized service such as close monitoring of the rental. This may be done electronically and automatically, or with human intervention.

It should be noted that the particular computer configuration chosen as the preferred embodiment herein may itself be subject to wide variation. Furthermore, the term "mainframe" as used herein refers solely to a computer which can provide large scale processing of large numbers of transactions in a timely enough manner to suit the particular business application. Preferably, as is presently used by the assignee hereof, an IBM AS/400 mainframe computer is used as each of computers 32, 38. However, as is well known in the art,

computer technology is subject to rapid change and it is difficult if not impossible to predict how these computer systems may evolve as technology advances in this art. For example, it is not beyond the realm of possibility that in the not so distant future a network of  
5 computers would provide the processing power to conduct these business operations as presently handled by "mainframe" computers. Thus, the term "mainframe" is not used in a limiting sense but merely to indicate that it is descriptive of a computer suited to handle the processing needs for a large scale business application.

10 It should also be noted that the communication link 46 extending between the server 42 and each of the branch offices 44 may have alternative configurations. For example, in some applications access over the Internet may itself be adequate, recognizing the vagaries of Internet service availability, reliability, and  
15 processing speed. Alternatively, this communication link 46 could well be a dedicated pipeline providing broadband service connection full time with back up connections to ensure continuous communication between a particular branch office or groups of branch offices and the service providers business operations computer system 36. Some  
20 branch offices might even be served through satellite links. Indeed, it is even possible that a mixture of these wide variations of service level be present within a single organization's structure depending upon communication link cost and availability balanced against service needs. It should merely be noted for present  
25 purposes that this communication link 46 serves as the electronic umbilical cord through which branch offices 44 communicate with the business computer system 36 of the present invention.

Attached hereto as exhibits are functional descriptions of the software program's resident on the computers comprising the two  
30 computer systems 32, 38 which implement the present invention. More particularly, attached hereto as Exhibit A is a functional description of the software to implement the integrated business functions resident on the AS/400 or mainframe computer 38. Attached hereto as Exhibits B and C are related flow diagrams and explanatory  
35 text, respectively, for the software resident on the mainframe AS/400 computer 32. Attached hereto as Exhibit D is a functional description of the software resident on computer 32 but which also appears on the server 28 which creates the web portal for access to the mainframe 32 and its resident program. Server 28 may use a bi-

directional GUI to character based interface translator program, well known to those skilled in the art, to present the displays and information obtained and transmitted between the user and the computer 32. However, the software of Exhibit D could also be run on  
5 server 28, as would be appreciated by those of skill in the art. It is believed that these functional descriptions and accompanying text as exemplified in these exhibits are adequate to enable an ordinary programmer to implement corresponding software programs for executing the preferred embodiment of the present invention using ordinary  
10 programming skills and without inventive effort.

As a further example of the flow of data and the functional advantages provided by the present invention, reference is made to Fig. 2. As shown therein, a right hand column is identified as "ECARS" which represents the integrated business software implemented  
15 as part of the mainframe operation 38 in computer network 36. The center column headed "ARMS" is resident on mainframe computer 32 and coordinates the communication of data. The left column headed "ARMS/WEB" represents the software resident on computer but which is presented on server 28 and accessible by users through the Internet.  
20 Along the left side of Fig. 2 are designated three separate sections of operational activity. These are "reservation" followed by "open" and concluded by "close". Generally, the functional descriptions are arranged in chronological order proceeding from the top of Fig. 2 to the bottom. However, some functional features are permitted  
25 throughout the entirety of one of the three periods designated at the left side of Fig. 2. One such example is the "message" function which allows messages to be sent between users at one business organization 22 and branch offices 44 and others connected to the other business organization 30. Proceeding with a description of the  
30 transaction, the first set of communications allow for the reservation of the services. These can include requests for authorization or a rescind authorization request to be sent from the service provider to the service purchaser. Correspondingly, authorizations and authorization cancels can be sent from the  
35 services purchaser to the services provider. Confirmations are communicated upon confirmation of an authorized reservation request. Authorization changes may be made and communicated from the services purchaser to the service provider. Corresponding rental transaction changes may be communicated from the services provider to the

services purchaser. As indicated, through the entirety of this process messages may be sent between users and others connected or having access to the integrated business software, as desired. The consummation of this portion of the transaction is a reservation that

5 has been placed, authorized, confirmed, and provision is made for changes as necessary. During the next phase of the transaction, a reservation is opened and services intended to be provided are started. Generally, and preferably for the rental of vehicles, a start and end date are established in the reservation process.

10 However, along the way, transactional changes may be made, such as for changing the type of vehicle provided, extensions may be requested and entered from either business partner, messages may be transmitted between the business partners, and the transaction may be terminated such as by voiding the contract by one business partner or

15 terminating the authority by the other business partner. The term "reservation" has been used herein to refer not only to the act of placing the order but also to filling the order for services including providing the rental vehicle to the ultimate user and even invoicing for those services.

20 The last phase of the process involves closing the transaction. During this phase of the transaction, the contract is indicated as being closed and invoiced, the services purchaser can approve invoices, reject invoices, and also remit invoices. Such invoice remittance may also include the actual transfer of funds through an

25 electronic funds transfer medium, or otherwise as previously arranged between the business partners.

It should be understood that this is a streamlined description of the handling of a transaction, and by no means is exhaustive. For example, much more functionality is available to the user including

30 accessing the data base to generate production reports regarding status of open or closed reservations, preparing action item lists to allow a user to organize and prioritize his work, obtaining information available in the system from having been entered by others which would otherwise require phone conversations which are

35 inefficient and occupy still another person's time. A more detailed explanation of the functionality provided is found in the exhibits.

In summary, the present invention creates almost an illusion that the services purchaser, and the great number of users at various levels of the multi-tier purchaser users, are actually part of the

services provider organization in that immediate online access is provided to significant data which enable the user to make reservations for services, monitor those services as they are being provided, communicate with those providing the services, obtain  
5 information relating to the status of services as they are being provided, and close transactions, all by interacting with the services provider business organization over that user's PC and without human interaction required by the business providers personnel. By way of contra-distinction, for many years business has  
10 been conducted on a human level by customers picking up the telephone and calling services providers and talking to their human counterparts in order to convey information, place orders, monitor orders, including obtaining information as to status, canceling orders, questioning invoices and paying invoices, along with a myriad  
15 of other related interactions. Not only did the conduct of business in this manner entail significant amounts of human resources at both ends of the transaction, but it also led to inefficiencies, mistakes and delays all of which increase the cost of doing business and contribute to an increased risk of services being rendered in an  
20 unsatisfactory manner in many instances to the end user. The present invention has taken the preexisting solution of providing electronic communication between the business partners to another level by "web enabling" this system for improved connectivity, improved usability, reduced training, enhanced mobility, and other advantages as  
25 described herein.

Various changes and modifications to the preferred embodiment as explained herein would be envisioned by those of skill in the art. Examples of these changes and modifications include the utilization of computer systems configured in any one of a myriad of ways using  
30 present technology alone. For example, mobile computers are presently available and wireless technology could be used to extend the integrated business network of the services provider, as well as match the mobility needed by the various users connected to and using the present invention. The particular software, and various aspects  
35 and features of its design, have been adapted for particular application to the vehicle rental business. Of course, computer software applications satisfying other business needs would necessarily require adaptation to their particular business models. Thus, it is envisioned by the inventors herein that the various

software programs described herein would be matched to the particular business application to which the invention is utilized. These and other aspects of the preferred embodiment should not be viewed as limiting and instead be considered merely as illustrative of an example of the practical implementation of the present invention. These changes and modifications should be considered as part of the invention and the invention should be considered as limited only by the scope of the claims appended hereto and their legal equivalents.

What is claimed is:

1. An internet enabled automatic rental vehicle transaction system, said system having an internet web portal through which an authorized purchaser of rental vehicle services may access a rental vehicle software program resident on a computer system, said rental  
5 vehicle software program being configured to automatically respond to a series of commands from said authorized purchaser and communicate a rental vehicle reservation to a specific geographically remote rental vehicle location at which vehicles for rent are situated, said rental vehicle reservation having sufficient information for authorizing,  
10 processing and billing said rental vehicle transaction so that a rental vehicle transaction may be automatically processed thereby virtually without human intervention.

2. The rental vehicle transaction system of claim 1 wherein said authorized purchaser comprises a business organization, said business organization having a plurality of authorized purchasers, said plurality of authorized purchasers being enabled to access said  
5 internet web portal from any location offering internet web access, and further comprising a second business organization, said second business organization having the computer system and rental vehicle software program resident therein, and wherein said second business organization includes a plurality of geographically diverse rental  
10 vehicle locations.

3. The rental vehicle transaction system of claim 2 wherein said rental vehicle software program is configured to permit a rental vehicle reservation to be initiated remote from said authorized purchaser and communicated to said authorized purchaser for  
5 authorization.

4. The rental vehicle transaction system of claim 3 wherein said software program is configured to permit said authorized purchasers to modify said rental vehicle reservation through said internet web portal.

5. The rental vehicle transaction system of claim 4 wherein said software program is configured to permit said authorized purchasers to modify said rental vehicle reservation including extending a time period for which said reservation authorizes use of  
5 a rental vehicle.

6. The rental vehicle transaction system of claim 4 wherein said software program is configured to permit said authorized



purchaser to generate reports relating to rental vehicle reservation activity conducted through said software program.

7. The rental vehicle transaction system of claim 6 wherein said software program further comprises a data base, said data base storing rental vehicle reservation activity for access by said authorized purchasers.

8. The rental vehicle transaction system of claim 7 wherein said software program is configured to automatically communicate billing information to said authorized purchaser for further processing.

9. The rental vehicle transaction system of claim 8 wherein said software program is configured to communicate messages between said authorized purchaser and any others having access to said software program.

5 10. The rental vehicle transaction system of claim 9 wherein said software program is configured for allowing access through its internet web portal to a plurality of service providers, and for limiting the functionality available to said plurality of service providers.

11. The rental vehicle transaction system of claim 10 wherein said plurality of service providers include vehicle repair facilities.

5 12. The rental vehicle transaction system of claim 1 further comprising a second computer system, said second computer system having a second computer software program resident thereon, said second computer software program being configured to process rental vehicle transactions at a plurality of geographically diverse branch facilities each of which has a plurality of vehicles for rental, said second computer system being linked to said first computer system.

5 13. The rental vehicle transaction system of claim 12 wherein each of said first and second computer systems comprises a network having a main frame computer, said main frame computers being linked to each other, and wherein said second computer system further comprises a WAN.

5 14. The rental vehicle transaction system of claim 13 wherein said authorized purchaser comprises a business organization, said business organization having a plurality of authorized purchasers, said plurality of authorized purchasers being enabled to access said internet web portal from any location offering internet web access,

and further comprising a second business organization, said second business organization having the second computer system resident therein, and wherein said second business organization includes the plurality of geographically diverse rental vehicle locations.

15. The rental vehicle transaction system of claim 14 wherein said first software program is configured to permit a rental vehicle reservation to be initiated remote from said authorized purchaser and communicated to said authorized purchaser for authorization.

16. The rental vehicle transaction system of claim 15 wherein said first software program is configured to permit said authorized purchasers to modify said rental vehicle reservation through said internet web portal.

17. The rental vehicle transaction system of claim 16 wherein said first software program is configured to permit said authorized purchasers to modify said rental vehicle reservation including extending a time period for which said reservation authorizes use of a rental vehicle.

18. The rental vehicle transaction system of claim 16 wherein said first software program is configured to permit said authorized purchaser to generate reports relating to rental vehicle reservation activity conducted through said first software program.

19. The rental vehicle transaction system of claim 18 wherein said first software program further comprises a data base, said data base storing rental vehicle reservation activity for access by said authorized purchasers.

20. The rental vehicle transaction system of claim 19 wherein said first software program is configured to automatically communicate billing information to said authorized purchaser for further processing.

21. The rental vehicle transaction system of claim 20 wherein said first software program is configured to communicate messages between said authorized purchaser and any others having access to said software program.

22. The rental vehicle transaction system of claim 21 wherein said first software program is configured for allowing access through its internet web portal to a plurality of service providers, and for limiting the functionality available to said plurality of service providers.

23. The rental vehicle transaction system of claim 22 wherein said plurality of service providers include vehicle repair facilities.

24. An automatic rental vehicle transaction system, said system having a graphical user interface (GUI) through which an authorized purchaser of rental vehicle services may access a rental vehicle software program resident on a computer system, said rental  
5 vehicle software program being configured to automatically respond to a series of commands from said authorized purchaser and communicate a rental vehicle reservation to a specific geographically remote rental vehicle location at which vehicles for rent are situated, said rental  
10 vehicle reservation having sufficient information for authorizing, processing and billing said rental vehicle transaction so that a rental vehicle transaction may be automatically processed thereby virtually without human intervention.

25. The rental vehicle transaction system of claim 24 wherein said authorized purchaser comprises a business organization, said business organization having a plurality of authorized purchasers, said plurality of authorized purchasers being enabled to access said  
5 rental vehicle software program from any location offering access to said computer system, and further comprising a second business organization, said second business organization having the computer system and rental vehicle software program resident therein, and wherein said second business organization includes a plurality of  
10 geographically diverse rental vehicle locations.

26. The rental vehicle transaction system of claim 25 further comprising a second computer system resident in said second business organization, said second computer system having a second computer software program resident thereon, said second computer software  
5 program being configured to process rental vehicle transactions at the plurality of geographically diverse branch facilities each of which has a plurality of vehicles for rental, said second computer system being linked to said first computer system.

27. The rental vehicle transaction system of claim 26 wherein each of said first and second computer systems comprises a network having a main frame computer, said main frame computers being linked to each other, and wherein said second computer system further  
5 comprises a WAN.

28. The rental vehicle transaction system of claim 27 wherein said rental vehicle software program is configured to permit a rental vehicle reservation to be initiated remote from said authorized purchaser and communicated to said authorized purchaser for authorization.

29. The rental vehicle transaction system of claim 28 wherein said first software program is configured to permit said authorized purchasers to modify said rental vehicle reservation through said internet web portal.

30. The rental vehicle transaction system of claim 29 wherein said first software program is configured to permit said authorized purchaser to generate reports relating to rental vehicle reservation activity conducted through said first software program.

31. The rental vehicle transaction system of claim 30 wherein said first software program is configured to automatically communicate billing information to said authorized purchaser for further processing.

32. The rental vehicle transaction system of claim 31 wherein said first software program is configured to communicate messages between said authorized purchaser and any others having access to said software program.

33. The rental vehicle transaction system of claim 32 wherein said first software program is configured for allowing access thereto to a plurality of service providers, and for limiting the functionality available to said plurality of service providers.

34. The rental vehicle transaction system of claim 33 wherein said plurality of service providers include vehicle repair facilities.

35. A computer software program to provide an internet portal access by a multi-level business organization to a service provider's integrated business, said access being sufficient for placing and monitoring orders for delivery of services by said integrated business, said integrated business including a computer system having a business software program configured to automatically accept reservations for, and provide administrative control and accounting for, services offered and physically available at a plurality of geographically diverse locations.

36. The computer program of claim 35 wherein said internet portal software program is configured to provide said access to said

business software program for a range of functional interactions therewith.

37. The computer program of claim 36 wherein said internet portal computer software program is configured to provide access to an authorized purchaser of said service provider's services, said authorized purchaser comprising a multi-level business organization  
5 requiring interaction at a plurality of levels of said business software program.

38. The computer program of claim 37 wherein said service provider is itself a multi-level business organization, said business software program providing communication of business information needed to effectively execute reservations placed for delivery of its  
5 services, and wherein said internet portal software program is configured to provide interaction between different levels of both of said business organizations.

39. The computer program of claim 38 wherein said internet portal software program is further configured to provide controlled access to said business software program by third party service providers.

40. The computer program of claim 38 wherein said internet portal software is resident on a first computer system and said business software program is resident on a second computer system, and wherein each of said first and second computer systems comprises  
5 a network having a main frame computer, said main frame computers being linked to each other, and wherein said second computer system further comprises a WAN.

41. A method for providing an internet portal through which an authorized purchaser comprising a multi-level business organization of rental vehicle services may access a rental vehicle software program resident on a rental vehicle provider's business  
5 computer system, said method comprising the steps of:

providing an internet portal computer system having a software program configured to create internet access thereto; and

establishing a link between said two computer systems; said internet portal software program being further configured to  
10 facilitate functional interaction between the software program resident on said rental vehicle provider's business computer system and an authorized purchaser logged onto said internet portal software program.

42. The method of claim 41 wherein each of said computer systems further comprises a main frame computer, and wherein the step of establishing a link includes the step of establishing a link between said two main frame computers.

43. A method for providing a GUI interface through which an authorized purchaser of rental vehicle services comprising a multi-level business organization may access a rental vehicle software program resident on a rental vehicle provider's business computer system, said method comprising the steps of:

providing a computer system having a software program configured to create a GUI interface; and

establishing a link between said two computer systems; said GUI interface software program being further configured to facilitate functional interaction between the software program resident on said rental vehicle provider's business computer system and an authorized purchaser logged onto said GUI interface software program.

44. The method of claim 43 wherein each of said computer systems further comprises a main frame computer, and wherein the step of establishing a link includes the step of establishing a link between said two main frame computers.

45. An internet enabled automatic rental vehicle transaction system, said system having an internet web portal through which an authorized purchaser of rental vehicle services may access a rental vehicle software program resident on a computer system, said rental vehicle software program being configured to automatically respond to a series of commands from said authorized purchaser and communicate a rental vehicle reservation to a centralized destination, said rental vehicle reservation having sufficient information for authorizing, processing and billing said rental vehicle transaction so that a rental vehicle transaction may be automatically processed thereby virtually without human intervention.

46. The rental vehicle transaction system of claim 4 wherein said software program is configured to permit said authorized purchasers to generate a report comprised of that users work load sorted.

Web enabled Business to Business Operating System  
for Rental Car Services

Abstract of the Disclosure

An Internet enabled, business-to-business computerized transaction system is disclosed in its preferred embodiment for use in providing rental car services for high volume users and comprises

5 an Internet web portal through which the high volume user may access an integrated business computer network for the rental vehicle service provider. The rental vehicle services provider computer network is configured to interconnect a geographically diverse plurality of branch offices, cataloguing their available rental

10 vehicles and schedules for same as well as handling all transactional data relating to its business. The Internet web portal provides ubiquitous connectivity and portability for a multi-level business organization who regularly places high volumes of rental purchases with its business partner. Utilizing the method and apparatus of the

15 present invention large volumes of rental transactions may be placed, monitored, altered during performance, and closed out with financial accounting and payment being made virtually without human intervention.

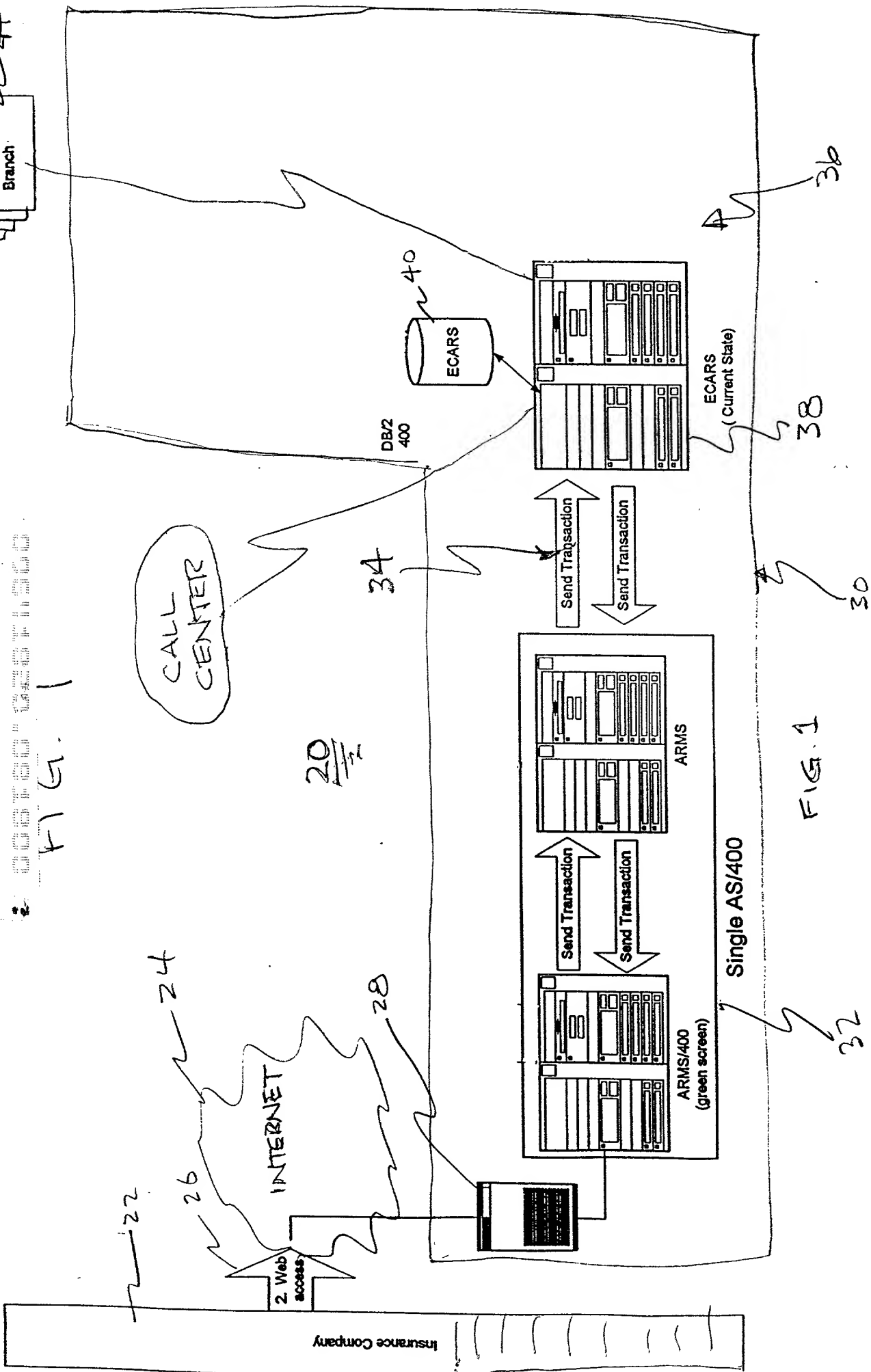


FIG. 1



# ARMS Transactions

Reservation

Open

Close

ARMS/Web

ARMS

ECARS

Request for Authorization

Request for Authorization

Recind Authorization

Recind Authorization Request

Authorization

Authorization

Cancel Authorization

Cancel Authorization

Confirmation

Confirmation

Authorization Change

Authorization Change

Rental Change

Rental Change

Message

Message

Message

Rental Start

Open Contract

Authorization Change

Authorization Change

Rental Change

Rental Change

Request for Extension

Request for Extension

Extension

Extension

Message

Message

Message

Rental Close

Void Contract

Termination

Termination

Rental Close

Close Contract

Invoice

Invoice

Invoice Approval

Invoice Approval

Invoice Reject

Invoice Reject

Invoice Remittance

Invoice Remittance

Invoice Remittance to Financials

# RENTAL 101



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29	Car Count / Occupancy
30	Cash / Check Summary

## Branch Reservation

- Important to get complete and accurate information
- Helpful when opening a ticket
- Assists in the logistical planning of the day

DEV

ECARS RESERVATION SYSTEM

AARS01-A

Select one of the following:

☒ Create a New Reservation      "Have you rented from us before?" (Optional)  
Home Phone# ( 314 ) 726 - 3001  
DL# 481722028      ST/PROV MO

☐ View Reservation for Customer Name \_\_\_\_\_ by GPBR PPGM or GP \_\_\_\_

☐ View Reservation for Date 90897 by GPBR PPGM or GP \_\_\_\_

☐ View By Reservation# R \_\_\_\_\_

☐ View By National Reservation# \_\_\_\_\_

F3=Exit   F7=AAI

## Renter ID

- Lookup by phone number and/or driver's license number.
- Displays renter's address, phone numbers, driver's license number and expiration date.
- Purpose is to quickly identify repeat renters and speed up the transaction process.
- Available when creating a reservation and opening a rental ticket.

### CAR TYPE REQ RATE QUOTED

RENTAL TYPE \_ (B/C/D/I/O/R)      Source Cust # \_\_\_\_\_ ID \_\_\_\_  
Name    MAGNUS\* DAN\*      (Last\*First\*)  
Street 8036 DELMAR #2W  
City    ST. LOUIS      ST MO    Zip 63130  
Home    ( 314 ) 726 - 3001  
Office ( 314 ) 726 - 3001    Ext 0000    Employer  
Other    ( 000 ) 000 - 0000    Ext 0000    Description  
Local Address

DL# 481722028      ST MO    Exp 112197    DOB 112167    SSN # 000 00 0000  
Height 6      Weight 185    Eyes BRN      Hair BRN

ADDITIONAL DRIVER (Y/N) \_    Driver Name \_\_\_\_\_ Age \_\_\_\_  
Addr \_\_\_\_\_ Lic# \_\_\_\_\_    ST \_\_\_\_ Exp \_\_\_\_\_

OUT OF STATE      (Y/N) \_  
F2=Cust List F3=Exit F4=ID List F5=Rates/Rules F6=Units Avl F8=Prewrite  
F9=Clr RntrID F10=CC Aprvl F20=Chng RntrID F21=ID Rntr F23=More Keys

# Creating a Reservation - Screen 1

- Renter's name
- Pickup date and time, Return date and time
- Walkin, P/up (Pickup) , Delivery, CWC (Customer will call)
- Billing information (cust#, id#, date of loss)
- Car type requested, rate quoted, and comments associated with the rental

DEV                      BRANCH RESERVATION NUMBER 145866      Print (Y or N) N      CCRS01-A  
Pickup Branch PPGM  
Emp# \_\_\_\_\_  
Name MAGNUS\*    DAN\*                                      (LAST\*FIRST\*)                      SSN# 000 00 0000  
PICKUP: Date 90997    Time 1145 AM    RETURN: Date 91097  
W/in \_    P/up \_    Deliver X    CWC \_    Comment TO JOE'S BODYSHOP  
PHONE: Home    ( 314 ) 726 - 3001    Office ( 314 ) 726 - 3001 ext 0000  
          Other ( 000 ) 000 - 0000    Description \_\_\_\_\_  
I/B/D/R/C/O I    Source Cust# SAF0001    ID 999  
BILL TO:    Direct Bill (Y or N) N    Credit Card Y    Cash/Check \_\_\_\_\_  
Bill To Cust# SAF0001 or Name SAFECO INS XX OF AMERICA\*\*    (COMPANY\*\*)    Attention 999    Auth Until 91597    Max Amt 41.99+TAX  
CLAIM#/Pol/Po 03A-9765229-23    Date of Loss 90897  
(C/Claimant, I/Insured, T/Theft) C    Insured STROMBERG\* JIMMIE\*  
CAR TYPE: Class M Type V    F16    Comment NEEDS A MINIVAN!! HE HAS 9 KIDS!  
RATE QUOTED:    \$ 41.99    Comment \_\_\_\_\_  
F1=Exit            F2=Cust List            F4=ID List            F5=Rates/Rules            F8=More Info  
F9=Transfer        F12=Previous            F13=Insurance        F15=Res Notes  
F20=Chg Rntr Info    F21=ID Rntr            F22=Clear Rntr ID    F23=More Keys

## Creating a Reservation - Screen 2

- Shop information (shop cust#, shop name, phone number).
- Renter's year/make/model of personal vehicle.
- Airline information (Airline, flight number, arrival time).
- Renter's information (age, address).
- Reservation callback information.

DEV                      BRANCH RESERVATION NUMBER 145866                      Print (Y or N) N                      CCRS01-B  
Name MAGNUS\* DAN\*  
Pickup Branch PPGM  
THIS CUSTOMER IS ONLY TO BE DIRECT BILLED IF THE ADJUSTOR SENDS AN ARMS  
RESERVATION. OTHERWISE THIS IS A SOURCE-ONLY CUSTOMER NUMBER  
SHOP: Cust# BMW0199 Name AUTOHAUS OF CLAYTON\*\* Attn HANZ  
Car Year 78 Make/Model VW BUS Phone# ( 314 ) 727 - 8870

AIRLINE: \_\_\_\_\_ Flight: \_\_\_\_\_ Arrival Time: \_\_\_\_\_

CUST INFO Age 29 yrs  
Street 8036 DELMAR #2W  
City ST. LOUIS State MO Zip 63130

CREATE CALLBACK B/S Adj Svc Cust Res Comment (Res only)  
FOR RESERVATION - - - - -

F1=Exit                      F2=Cust List                      F5=Rates/Rules                      F7-AAI                      F8=More Info  
F9=Transfer                      F12=Previous                      F13=Insurance                      F14=Credit Chk                      F15=Res Notes  
F20=Chg Rntr Info                      F21=ID Rntr                      F22=Clear Rntr ID                      F23=More Keys

## Creating a Reservation - F8=More Info

- Purpose of screen is to enter as much information as possible in order to allow for a faster Opening a Ticket process.
- Driver's license information (DL#, ST, exp. date).
- Additional driver and "Out of State" information.
- Bill-To information (bill-to name, address and phone number).
- Rates, mileages, DW/PAI, discounts, drop charges.

DEV MORE INFORMATION CCRS05-A  
Renter Name MAGNUS\* DAN\* RES# 145866  
Renter Drivers License 481722028 State MO Exp Date 112197  
DOB 112167 Height 6 Weight 185 Eyes BRN Hair BRN  
Employer  
Additional Driver (Y or N) Y Driver Name SCHMITZ\* MARY\*  
Address 600 CORPORATE PARK DR, 63105 Age 22  
Drivers License SCHMITZ State MO Exp Date 021799  
Out Of State (Y or N) Y KS, OK, TX  
Bill-To Name SAFECO INS XX OF AMERICA\*\* (Company Name\*\*) Attention \_\_\_\_\_  
Address SAFECO PLAZA Phone ( 206 ) 545 - 5000 Ext \_\_\_\_\_  
City SEATTLE State WA Zip 98185  
Start Chgs If Diff Date \_\_\_\_\_ Time \_\_\_\_\_ Pickup Date 9/09/97 11:45 AM  
X Calendar \_ 24 Hour \_ Specials  
Rates: \_\_\_\_\_ .00 /Hour 41.99 /Day \_\_\_\_\_ .00 /Week \_\_\_\_\_ .00 /Month  
Mileage \_\_\_\_\_ 0 /Mile After \_\_\_\_\_ 0 /Day \_\_\_\_\_ 0000 /Week \_\_\_\_\_ 0000 /Month X No Chg  
Drop Chg 50.00 Drop Location 0110 - ST LOUIS ARPT Disc 0 %  
Dmg Waiver 10.99 /Day PAI 2.00 /Day  
F5=Rates/Rules F7=AAI F12=Previous F20=Chg Rntr Id Enter=Update



## ARMS Reservation

- Sent electronically from the insurance company.
- Must be attached to a rental ticket within 3 or 6 months before it gets purged from the system.
- Must be attached to a rental ticket to have a "Live" ARMS connection.
- ARMS Reservations receive special attention in the rental branches.

DEV                      BRANCH RESERVATION NUMBER 145402                      Print (Y or N) N                      CCRS01-A  
Pickup Branch PPGM                      F8 for more..  
Emp# \_\_\_\_\_                      Taken By                      A R M S  
Last Chg By                      A R M S  
Name CLAUS\* SANTA\*                      (LAST\*FIRST\*)                      SSN# 029 38 3829  
PICKUP: Date 122597                      Time 700 AM                      RETURN: Date \_\_\_\_\_  
W/in \_ P/up \_ Deliver \_ CWC \_                      Comment VEHICLE NEEDED IMMEDIATELY  
PHONE: Home ( 282 ) 938 - 3839                      Office ( 382 ) 982 - 2882 ext 8000  
Other ( 314 ) 512 - 5000                      Description UNIT NEEDED AT OTHER#  
I/B/D/R/C/O I                      Source Cust# \_\_\_\_\_ ID \_\_\_\_\_  
BILL TO:                      Direct Bill (Y or N) Y                      Credit Card \_\_\_\_\_ Cash/Check \_\_\_\_\_  
Bill To Cust# JAN0001 or Name JANSEN INSURANCE OF AMERICA\*\*                      (COMPANY\*\*)  
Attention RANDALL\*MORRIS\*                      Auth Until \_\_\_\_\_ Max Amt 10.00 + TAX  
CLAIM#/Pol/Po XMAS                      Date of Loss \_\_\_\_\_  
(C/Claimant, I/Insured, T/Theft) I                      Insured \_\_\_\_\_  
CAR TYPE: Class \_ Type \_ F16                      Comment \_\_\_\_\_  
RATE QUOTED: \$ \_\_\_\_\_                      Comment INS CO WILL PAY 10.00/DY  
F1=Exit                      F2=Cust List                      F4=ID List                      F5=Rates/Rules                      F8=More Info  
F9=Transfer                      F12=Previous                      F13=Insurance                      F15=Res Notes                      F17=Res Match  
F21=ID Rntr                      F22=Clear Rntr ID                      F23=More Keys

## NATRES Reservation

- Consists of Fleet, Retail, Government, VIP, Sabre reservations.
- The first letter of the reservation number (Ex. M15897) stands for the machine on which the GPBR resides.
- All NATRES reservations are taken at a central location and sent electronically to the rental branches.

```
NORTH                                NATIONAL RESERVATION INQUIRY                                CCNR54-A
RESERVATION: N81443
GPBR: 6A01 [US]      PHONE: (314) 248-5000      PRINT (Y or N): N
AIRLINE: PICK-UP      FLIGHT: RTRN GPBR: 6A01 [US]
P/UP DATE: 9/09/97      TIME: 5:00 PM      PICKUP PH#: (314) 512-5000
R/T DATE: 9/10/97      TIME: 5:00 PM      DAY PHONE:
CUSTOMER: GRAVES*BOB-TEST*      HOME PHONE:
ADDRESS: ENTERPRISE AUTOBODY      CALLED FRM:
      CORPORATE DRIVE      BIRTHDAY:

CREDIT CARD:                                EXPIRES: 00 00
DRIVER LIC#:                                EXPIRES: 00 00 00
CAR TYPE: FCAR                                DISCOUNT:
PO#: 12345/123456789                                ASSOC: CSC80
      DAILY    WEEKLY    MONTHLY    WEEKEND
RATES:      33.50    234.50    800.00    .00
MILES      150      1050      2500      0
UNLIM:

ARC #: CSC800      PHONE:
SPECIAL INSTRUCTIONS: DIRECT BILL CSC800, CAL DAY BILLING
      CDW/Min. State Liability incl. in rate.
TAKEN BY: 58933      ON: 9/08/97      SOURCE: 58
F1=Exit      F17=Reserv Match
```

## Locator System

- Third Party software used to locate the nearest rental branch.
- Used by ARMS and NATRES to locate the nearest rental branch to the renter.

CENTRAL

### Enterprise Location System

CCEL01/A

Phone No.: 3147215999 or Postal Code: \_\_\_\_\_  
Show airport locations only? \_ (Y/ )

Location: 0139  
Name: ENTERPRISE RENT-A-CAR  
Address: 7730 BONHOMME AVENUE  
CLAYTON MO 63105  
Phone: 314 - 862 - 4486  
Approx. Miles: .0

Comments:

Location: 0101  
Name: ENTERPRISE FLEET LEASING  
Address: 8844 LADUE ROAD  
LADUE MO 63124-208  
Phone: 314 - 863 - 0110  
Approx. Miles: .0

Comments:

Location: 7610 ARMS reservations not accepted  
Name: NATIONAL RESERVATION CENTER  
Address: 2650 SOUTH HANLEY ROAD  
ST. LOUIS MO 63144  
Phone: 314 - 781 - 8007  
Approx. Miles: 2.8

Comments:

More...

F3=Exit F7=AAI

## Opening a Ticket - Screen 1

- Contains rental type, source cust# and id#, renter information, additional driver information, and "Out of State" descriptions.
- Ability to change or delete renter id information via function keys.
- Car type requested, rate quoted, reservation comments, date and year/make/model of vehicle last rented shown at top of screen.

CAR TYPE REQ MVAR NEEDS A MINIVAN!! HE HAS 9 KIDS!  
RATE QUOTED \$ 41.99  
THIS CUSTOMER IS ONLY TO BE DIRECT BILLED IF THE ADJUSTOR SENDS AN ARMS  
RESERVATION. OTHERWISE THIS IS A SOURCE-ONLY CUSTOMER NUMBER

RENTAL TYPE I (B/C/D/I/O/R) Source Cust # SAF0001 ID 999 F15=Reservation  
Name MAGNUS\* DAN\* (Last\*First\*)  
Street 8036 DELMAR #2W  
City ST. LOUIS ST MO Zip 63130  
Home ( 314 ) 726 - 3001  
Office ( 314 ) 726 - 3001 Ext 0000 Employer  
Other ( 000 ) 000 - 0000 Ext 0000 Description  
Local Address

DL# 481722028 ST MO Exp 112197 DOB 112167 SSN # 000 00 0000  
Height 6 Weight 185 Eyes BRN Hair BRN

ADDITIONAL DRIVER (Y/N) Y Driver Name SCHMITZ\* MARY\* Age 22  
Addr 600 CORPORATE PARK DR, 63105 Lic# SCHMITZ ST MO Exp 21799

OUT OF STATE (Y/N) Y KS, OK, TX  
F2=Cust List F3=Exit F4=ID List F5=Rates/Rules F6=Units Avl F8=Prewrite  
F9=Clr RntrID F10=CC Aprvl F20=Chng RntrID F21=ID Rntr F23=More Keys

## Opening a Ticket - Screen 2

- Special Instructions prompt at top of screen.
- Bill-To information (cust#, id#, address, phone number)
- Claim information (claim#, insured's name, max amount).
- Shop information (shop cust#, year/make/model)
- Renter's vehicle year/make/model.

THIS CUSTOMER IS ONLY TO BE DIRECT BILLED IF THE ADJUSTOR SENDS AN ARMS  
RESERVATION. OTHERWISE THIS IS A SOURCE-ONLY CUSTOMER NUMBER

Source Cust# SAF0001 ID 999  
COMPANY BILL TO (Y/N) Y Cust# SAF0001 ID 999 Attn UNKNOWN\*\*  
Complete If Name SAFECO INS XX OF AMERICA\*\* (Company Name\*\*) ST WA Zip 98185  
Cust # 999999 Street SAFECO PLAZA  
City SEATTLE  
Phone ( 206 ) 545 - 5000 Ext 0000

CLAIM/POL/PO# 03A-9765229-23 Max Amount 41.99+TAX  
(C/Claimant, I/Insured, T/Theft) C Insured STROMBERG\* JIMMIE\*  
Loss Date 90897 Car Sale Referral \_

SHOP Cust# BMW0199 Name AUTOHAUS OF CLAYTON-ST. LO Attn HANZ  
Car Yr 78 Make/Model VW BUS Phone ( 314 ) 727 - 8870

F2=Cust List F3=Exit F4=ID List F5=Rates/Rules F7=AAI F8=Prewrite  
F10=CC Approval F11=CK Approval F12=Prev

## Opening a Ticket - Screen 3

- Callback type (Body shop, Adjustor, Service, Customer)
- Calendar Day, 24 Hour Day, Weekend Special
- Taxes, Surcharges, Additional Charges (Additional driver, Underage driver, babyseats, ski racks).

THIS CUSTOMER IS ONLY TO BE DIRECT BILLED IF THE ADJUSTOR SENDS AN ARMS  
RESERVATION. OTHERWISE THIS IS A SOURCE-ONLY CUSTOMER NUMBER

Callback Type ☒ B/S ☒ ADJ ☐ SVC ☒ CUST

Calendar Day ☒ 24 Hour Day ☐ Special ☐

Surcharge % 6.000 Fuel Charge 2.00 Per DAY  
Drop Charge 50.00 Drop Location 0110 - ST LOUIS ARPT

☒ DEVSCHG 3.000 %  
☒ AP/ACC 2.00 /RENTAL

☒ ADDLDRVR 2.00 /DAY Underage Driver Indicated  
Additional Driver Indicated

F3=Exit F5=Rates/Rules F8=Prewrite F10=CC Approval F11=Check Approval  
F12=Previous

## Weekend Specials

- Start Special date and time, End Special date and time.
- Must choose either a Daily Special or a Package Special.
- If an additional discount is applied to the rental ticket, it will not discount the weekend special because it is already a discounted rate.

DEV

SPECIAL RATES

CCRA1C/C

START SPECIAL \_ Date 90897 Time 311 PM OR Date 091297 Time 0311 PM

END SPECIAL Date 091597 Time 0311 PM

DAILY SPECIAL Rate 19.99 /Day  
Miles \_\_\_\_\_ /Day OR ☒ No Charge

\*\*\*\*\* OR \*\*\*\*\*

PACKAGE SPECIAL Rate \_\_\_\_\_ .00 /Pkg  
Miles \_\_\_\_\_ 0 /Pkg OR ☐ No Charge

F3=Main Menu F5=Rates/Rules F7=AAI F12=Previous

## Opening a Ticket - Screen 4

- Based upon the callback type(s) chosen on screen 3, drives what extension dates fields appear on screen 4.
- Date Out and time
- Current and/or customer extension dates and times.
- Unit information
- Rate (daily, weekly, monthly), Mileage (daily, weekly, monthly, no charge).
- Protection package description and rates (DW/PAI/SLP)
- Deposit, callback note, update code/employee number.

```

CAR TYPE REQ      MVAR   NEEDS A MINIVAN!!  HE HAS 9 KIDS!
RATE QUOTED      $ 41.99
THIS CUSTOMER IS ONLY TO BE DIRECT BILLED IF THE ADJUSTOR SENDS AN ARMS
RESERVATION.  OTHERWISE THIS IS A SOURCE-ONLY CUSTOMER NUMBER

DATE OUT 90897 Time 254 PM ( Start Chgs If Diff Date _____ Time _____ )
Curr Ext Date 91097 Time _____ By LMB Cust Ext Date 091597 Time 0254 PM
Auth Until Date 091597
ECAR # _____ License # TEMPS Or Serial # 968574 Not On File X
RATE _____ 41.99 /Day Disc % 0
Mileage 0 /Mile After 0 /Day 0 /Week 0 /Month
X No Charge

DW 10.99 /Day
PAI 2.00 /Day
SLP 2.00 /Day

DEPOSITS Cash 50.00 Check _____ .00 CC _____ .00

CALLBACK NOTE NEEDS TO RENT A BABYSEAT LATER IN THE MONTH
Update Code _____ Emp# _____ Emp# if Different _____
F3=Exit F5=Rates/Rules F6=Units Avl F7=AAI F8=Prewrite
F9=Unit Pend F10=CC Approval F11=Ck Aprvl F12=Prev F16=Est Chgs
  
```



## Assigning a Unit

- User can key in a unit# or use F6=Units Available which allows the user to choose from a list of units that are currently not on rent.
- If a unit is new car stock, the user can assign a temporary unit number ("Z" unit number).

DEV

NEW UNIT ADD

CCRAUA-B

<u>Color</u>	<u>Yr</u>	<u>Make</u>	<u>Modl</u>	<u>Sers</u>	<u>Dealer</u>
BROWN	98	GMC	SAFA	MVAN	BREEDEN'S GMC & YUGO

Optional Comment: \_\_\_\_\_  
\_\_\_\_\_

Emp#: 90039

Cmd1=Exit Cmd7=AAI

## Customer Warning

- Keyed into the system using program AARA13.
- Used to alert rental branches of bad customers.
- Available when creating a reservation, opening a rental ticket or correcting a rental ticket.
- Information currently stays in system for 3 years. Project in process to increase this to 6 years. If customer attempts to rent car during this 3 (or 6) years, they are automatically signed up for another 3 (or 6) years.

DEV

FQS090A

=====

=====> W A R N I N G !!! <=====

=====

DRIVER INFORMATION

NAME (LAST) MILLER

(FIRST) THOMAS

STREET 600 CORPORATE PARK DRIVE

CITY ST. LOUIS

STATE MO ZIP 63105

HOME PHONE ( ) -

OFFICE PHONE ( ) -

EXT

DRIVER LICENSE 1212121212

STATE MO EXPIRES 020299

DOB 021765

HEIGHT 6 06

WEIGHT 155 EYES GREEN HAIR NONE

SSN # 000000000

EMPLOYER

REF DOC#-GPBR: D555555 - PPGM

MESSAGE

CUSTOMER NIGHT DROPPED CAR. CAR WAS DAMAGED ON FRONT HOOD AND LEFT REAR PANEL. NO CREDIT CARD ON CONTRACT. OWES \$347.62 FOR RENTAL PLUS COSTS OF DAMAGES.

REPORTED BY BREEDEN\*LISA M\*  
PHONE ( 555 ) 555 - 5555 EXT

TITLE ADMIN DEPT SUPV  
GP PP DATE REPORTED 090897

DO YOU WISH TO VOID THE TICKET? Y (Y or N)

EMP # \_\_\_\_\_

## Reasons for Correcting a Ticket

- To change any piece of the renter information.
- To change the Bill-To information.
- To add/delete an additional driver.
- To add/delete SLP or any other surcharge.
- To add claim information.

RENTER INFORMATION Rental Type I (B/C/D/I/O/R) Srce Cust# SAF0001 ID 999  
Name MAGNUS\* DAN\* (Last\*First\*)  
Street 8036 DELMAR #2W  
City ST. LOUIS ST MO Zip 63130  
Home Phone ( 314 ) 726 - 3001 Office Phone ( 314 ) 726 - 3001 Ext 0000  
Other Phone ( 000 ) 000 - 0000 Local Address \_\_\_\_\_

Driver License 481722028 State MO Expires 112197  
DOB 112167 Height 6 00 Weight 185 Eyes BRN Hair BRN  
SSN # 000 00 0000 Employer \_\_\_\_\_  
Additional Driver (Y/N) Y Driver Name SCHMITZ\* MARY\*  
Driver Address 600 CORPORATE PARK DR, 63105 Age 22  
Driver License SCHMITZ State MO Expires 021799

Out Of State (Y/N) Y KS, OK, TX

Company Bill-To (Y/N) Y Cust# SAF0001 ID 999 Attn UNKNOWN\*\*  
Complete If Name SAFECO INS XX OF AMERICA\*\* (COMPANY NAME\*\*)  
Cust# 999999: Street SAFECO PLAZA  
City SEATTLE ST WA Zip 98185  
Phone ( 206 ) 545 - 5000 Ext 0000

F2=Cust List F3=Exit F4=ID List F7=AAI

## Reasons for Switching Units

- Customer decides that they would like a different car.
- Car breaks down.
- Car needs to be taken in for wholesale.
- Enterprise needs to switch renter out of a specialty vehicle because it is reserved for another customer.

DEV D# 067088 Renter MAGNUS\* DAN\* CCRA03A  
Emp# 01164

### SWITCHING UNITS

UNIT 1 ZPPYZC DATE/TIME OUT 090897 0254 PM START MILES 15  
DATE/TIME IN END MILES 45

Old unit returned here X or to \_\_\_\_\_  
New unit ZPPKJI License # NTRPRIZ OR Serial # A01500 Not on file \_  
New unit date out 090897 Time out 0700 PM

CHANGING RATE-1 Original: 9/08/97 2:54 PM Current: 09/08/97 03:50 PM  
New rate effective date \_\_\_\_\_ Time \_\_\_\_\_  
Calendar Day X 24 Hour Day \_\_\_\_\_ Special \_\_\_\_\_ Discount 00 %

Rate \_\_\_\_\_/Hour 41.99 /Day \_\_\_\_\_/Week \_\_\_\_\_/Month  
Mileage @ 0 /Mile after 0 /Day \_\_\_\_\_/Week \_\_\_\_\_/Month X No Charge  
Damage waiver/Day 10.99 PAI/Day 2.00

Unit switch effective date required

Cmd1=Return Cmd4=Units Avail Cmd5=Spec Cmd6=Rate Cmd7=AAI Cmd10=Prev mile





## CCCB30 - Callback Detail

- Helpful for viewing all notes at one time
- This same screen is also available when closing a ticket
- Based upon the callback types associated with the ticket, the CCCB30 screen would have either a current extension, customer extension, or both available for input.

DEV                      CALLBACK DETAIL - D067088 - PPGM                      CCCB30-1  
RENTER - MAGNUS\*    DAN\*                      Print (Y/N) N  
CUST#    SAF0001    SAFECO INS XX OF AMERICA\*\*  
ATTN    UNKNOWN\*\*                      206-545-5000

NEW INFO  
EMP#    \_\_\_\_\_

Current Extension Date    000000    Per    \_\_\_\_\_

9/08/97	3:54 PM	NEEDS FINAL EXTENSION	01164
9/08/97	2:54 PM	RENTAL EXTENDED UNTIL 09/10/97 BY LMB	90039
9/08/97	2:54 PM	NEEDS TO RENT A BABYSEAT LATER IN THE MONTH	90039

F1=Exit

F7=AAI    F12=Previous

Roll=Forward/Back

## Open Ticket Display

- Helpful when locating additional information about the rental ticket (charges, additional drivers, unit information, etc).
- All function keys from this screen supply output information only.

```

DEV                                OPEN TICKET DISPLAY - D067088 - PPGM                                CCRH01-A

Renter      SSN#                   Additional Driver
MAGNUS* DAN*                                SCHMITZ* MARY*
8036 DELMAR #2W                                Lic# SCHMITZ                                MO
ST. LOUIS                                MO 63130                                Exp 2/17/99 Age 22
Lic# 481722028                                MO
Exp 11/21/97                                DOB 11/21/67

Renter Auto
Shop# BMW0199 AUTOHAUS OF CLAYTON-ST. LO
Phone# (314) 727-8870 HANZ
Yr 78 Make/Model VW BUS
C-Claimant                                Loss Date 9/08/97

Bill To
Cust SAF0001
Name SAFECO INS XX OF AMERICA**
ID#/Attn / UNKNOWN**
Claim/POL/PO# 03A-9765229-23
Insured STROMBERG* JIMMIE*

Date Out 090897 0254PM Start Chg 090897
Cal X 24hr Special Disc% 00

Deposit $ 50.00 Cash X Check
CC# Exp Rates Mileage Additional Charges
35.99 /DY NO CHG FUEL 2.00
DW 10.99 /DAY
PAI 2.00 /DAY
SURCHG % 6.00 /RNT
SLP 2.00 /DAY GOV TAX 3.00 %
DROP CHG 50.00 /RNT AIRPORT 2.00 /RNT

Unit# ZPPYZC Lic# TEMPS SN# 968574
Curr Unit N 98GMC SAFABROWN

Employee# 90039
F1=Exit F4=Spec Rate F5=Units F6=Rates F7=AAI F8=Payments
  
```



## Closing a Ticket - Screen 1

- Charges End on Date and Time, unit mileages, fuel charges, Location returned to and drop charge.
- Bill-to information, extension date, billing dates, billing options.
- On ARMS tickets, billing option section is covered up by ARMS billing information. User cannot make any changes.

```

CLOSING TICKET# 067088 For Renter MAGNUS* DAN*
                  Charges End On Date 090997 Time 0354 PM

Mileage
Unit ZPPYZC Start 15 End 45 Unit ZPPKJI Start 15 End 45
Unit          Start      End      Unit          Start      End

Fuel Charges @ 2.00 Per DAY Amount To Be Charged 2.00
Last Unit Returned Here X Or To Drop Charge 50.00
Misc Charges/Refundable Expenses (X if applicable) DEVSCHG 3.00 %
SLP 2.00 /DAY ADDLDRVR 2.00 /DAY Airport Access 2.00 /RTL
Bill To (Y/N) Y Cust# SAF0001 Name SAFECO INS XX OF AMERICA**
                        Address SAFECO PLAZA
                        City SEATTLE ST WA Zip 98185
                        ID/Attn 999 UNKNOWN**

Curr Ext 091097 per
Billing Dates (If Diff) From Date 090897 Time 0300 PM
Max. Amt. 41.99+TAX To Date 090997 Time 1130 AM

Portion To Be Billed (Select One)
X 1. Total Charges Less X DW X PAI - Fuel - Tax/Schg - Mileage - Drop
   Misc X SLP - ADDLDRVR - Airport Access
- 2. $ .00 Per Day Plus Tax/Schg (Not To Exceed $ .00 Per Day)
- 3. $ .00 Per Day-No Tax/Schg (Not To Exceed $ .00 Total)
- 4. Other Amount $ .00 Description

Cmd2=Cst Lst
Cmd4=ID Lst Cmd6=Callback Detail Cmd7=AAI Cmd8=Accident Rpt Cmd9=Close Pendin
  
```

## Closing a Ticket - Screen 2

- Displays all applicable rates and charges for the rental ticket.
- User has ability to recompute rates and charges.
- User must accept charges to proceed to screen 3.

```

ACCEPT (A) or RECOMPUTE (R) A
090897      Miles   Hours   Days   Weeks   Months   Waiver   PAI   Special
0300 PM    #                1
090997    @          35.99
0354 PM    $          35.99                10.99   2.00
                                           10.99   2.00

000000
0000      #
000000    @
          $

000000
0000      #
000000    @
          $

000000
0000      #
000000    @
          $

TOTALS      .00      .00   35.99      .00      .00   10.99   2.00      .00
DEVSRCHG    1.08  AP/ACC   2.00  SLP      2.00  ADDLDRVR  2.00   TOTAL
Surcharge % 6.000  Gas     2.00  Disc @    0 %
Surcharge   1.20  Drop   50.00  Misc      .00   Cmd3=Restart
TOTAL
109.26
  
```

## Closing a Ticket - Screen 3

- Displays the Total charges, less deposits, less amount billed to a third party and the balance due.
- The settlement of the balance due can be paid by cash, check, credit card, billed to another customer#, charged to an internal account or refunded.

```

CLOSING TICKET # 067088   For Renter MAGNUS*   DAN*
Total Charges              109.26
Less Deposits              50.00      1 # Of Deposits
Less Amount Billed To      109.26    SAFECO INS XX OF AMERICA**
Balance Due                50.00      REFUND

Settlement Of Balance Due
Paid   .00   By Cash              Car Sale Referral _
      .00   By Check
      .00   By Credit Card
Bill   .00   Cust#   ID   Desc
Bill   .00   Cust#   ID   Desc
Bill   .00   Name   (Last*First*) TTL
      Attn
      Street
      City   ST   Zip
      Home Phone 000 000 0000   Office Phone 000 000 0000
      A/R Description
Charge .00   To Account   Unit #   Desc
Charge .00   To Account   Unit #   Desc
Refund 50.00 By Cash X   Or   Check _
Emp#    01164
Cmd1=Exit   Cmd2=Cust List   Cmd5=Internal Accts   Cmd8=Deposits   Cmd10=CC Apprvl
Cmd3=Restart   Cmd4=ID List   Cmd6=Callbk Detail   Cmd9=ClosePnd   Cmd11=CK Apprvl
  
```

## Unit Transfer

- Used to transfer units between branches.
- Also used to transfer units to a “shop” status or from a “Rented” status to an “Available” status.
- Used to change the unit location description.

DEV UNIT TRANSFER / DR LOC CCRA11-A

Unit # Yr Make Modl Sers Color Miles  
ZPPYZC 98 GMC SAFA MVAN BROWN

Currently  
Assigned To GPBR PPGM Physical Assignment PPGM

Unit Rental Status A

Transfer To GPBR PP 01 Physical Assignment DRIVING TO YOUR GPBR

Employee # 94009

Unit Rental Status Legend:

A Available For Rent  
R Rented  
S In Shop

NOTE: A Unit May Not Be Changed To  
An R Status. ECARS Supplies A  
Status Of R When A Unit Is Rented.

F1=Return F3=Main Menu F7=AAI

## Unit History

- Displays all history of a unit (rental history, maintenance history, DX history) starting with the most recent date/time.
- Users have the ability to add additional history.

```

DEV                               UNIT HISTORY                               CCRA13-A
Unit #  License #  SN6   Yr Make Modl Sers Color   Miles   Rental Status
ZPPYZC  TEMPS      968574 98 GMC  SAFA MVAN BROWN                                R
  
```

```

                                Next Roll Date 000000
                                Next Unit
History
Date      Time      Message
90897     254 PM     PPGM D067088 OPENED  MAGNUS*  D    90039
90897     1104 AM     RESERVED FOR MAGNUS
90597     942 AM     STEVE ON CALLS
90297     723 AM     PPGM D066503 CLOSED  ZAFFE*  RO   94010
81497     546 PM     PPGM D066503 OPENED  ZAFFE*  RO   94010
81297     237 PM     READY AT SUNTRUP
80697     1200 PM     TAKE TO SUNTRUP FOR SERVICE
80697     1117 AM     PPGM D065092 CLOSED  PETERSON* 94010
80197     801 AM     PPGM D065092 OPENED  PETERSON* 94009
  
```

000000

F1=Return F3=Main Menu F4=Maint history F5=DX History F7=AAI

## Units Not Rented

- Displays units not on rent and their current location.
- Displays car count and occupancy.
- Allows user to access units not on rent for other branches.
- Allows user to select to view unit history or transfer a unit.

```

2277 / 1572 /      1  UNITS NOT RENTED - PPGM      Next Unit  ZPPKQP CCRA16/A
69.0%                Next Branch  _____ DEV
X=Unit History  T=Unit Transfer
Unit-# License-# BB YR Make Modl Sers Color  SHP Last-Location
- ZABADQ ZAB-ADQ      97 CHEV CORS 4DR TAN      PPGM
- ZPPDNH TEMPS       97 CHEV BLAZ 2DR RED      PPGM
- ZPPDNT 11111112    97 CHVY CAVL LX  BLUE     PPGM
- ZPPDNU AAAABB2C    97 CHVY CAVL LX  BLUE     PPGM
- ZPPDQR HOPE        99 JKDJ ASKL JDSA LSFJAKDJ PPGM
- ZPPDRC 123456      99 BMW  Z28  RAG  GREEN     MARKS HOUSE
- ZPPDRD MARK        99 BMW  Z28  2DR  CHERRY    PPCB
- ZPPDRS MIKEKO      97 HYND CAR  5DR  HOTPINK   PPGM
- ZPPDTQ FCAR-EDT2   97 CHEV CORV 2DR  SILVER    PPGM
- ZPPDVL 123456      95 ISUZ RODE 4WD  BLACK     PPGM
- ZPPDVQ ECAR-EDIT   97 CHEV CAVA 2DR  RED      PPGM
- ZPPDZM 4554545     94 FFF  DEDE 1111 FFFFFFFF PPGM
- ZPPERX JS0026      63 BUIC ELEC 225  GREEN     PPGM
- ZPPEVU R00104      94 JEEP CJ8  2DST GREEN     PPGM
- ZPPJRT D           65 SDFS SFSF SDFS SDFSDF    PPGM
- ZPPJYR TEMPS       95 A    A    A    A        PPGM
- ZPPKDK TEMPS       95 GEO  PRZM LSI  BLACK     PPGM
- ZPPKJI NTRPRIZ     95 FORD MSTG EX  RED      PPGM
- ZPPKQP TTTTTTTTTT 95 FORD EXPL 4WD  RED      PPGM
F1=Exit  F7=AAI  Enter=Continue  BB=BUYBACK
  
```

## Unit Maintenance

- Allows the user to either activate or deactivate a maintenance message.
- Examples of maintenance include: Oil Changes, Recalls, Inspections, Antifreeze checks, stolen vehicles, generic messages (ex. left garage door opener in car).
- Admin has the ability to activate certain maintenance activities through AARA17.
- Oil changes are activated automatically through Ralph.

```

DEV                               UNIT MAINTENANCE/MSG                               CCRA17-00
Unit#  License#  SN6  Yr  Make  Modl  Sers  Color  Miles  Rental Status
ZPPYZC  TEMPS    968574  98  GMC   SAFA  MVAN  BROWN    0      R

Act-   Deact-
ivate  ivate
-      X
-      AARA28
-      Oil Change/Rotation
-      Stolen vehicle
-      Message
-      Message

```

```

Currently Assigned To GPBR  PPGM          Physical Assignment  PPGM          BOTTOM
Unit Rental Status  S          Physical Assignment  LOFR - AT JIFFY LUBE

A-Available  R-Rented  S-In Shop
Cmd1=Return  Cmd3=Main Menu  Cmd4=Unit History  Cmd7=AAI  Help

```

## Car Count / Occupancy

- Displays number of units in their fleet, number on rent, percentage on rent, number in shop, number of days earned, and percentage of days earned.
- Used as a tool for evaluating fleet management.
- Displays average rates broken down by rental type.

GPB 0101 15 Day Report For Period Ending 9/08/97 CCRA19-B

		IN	ON		IN	DAYS	
		SVC	RENT	%	SHOP	EARNED	%
MON	9/01	183	163	89.1	3	166	90.7
TUE	9/02	182	158	86.8	4	196	107.7
WED	9/03	185	158	85.4	2	173	93.5
THU	9/04	199	182	91.5	4	188	94.5
FRI	9/05	204	191	93.6	3	206	101.0
SAT	9/06	210	190	90.5	5	197	93.8
SUN	9/07	210	185	88.1	5	190	90.5
MON	9/08	206	189	91.7	6	0	.0
	0/00	0	0	.0	0	0	.0
	0/00	0	0	.0	0	0	.0
	0/00	0	0	.0	0	0	.0
	0/00	0	0	.0	0	0	.0
	0/00	0	0	.0	0	0	.0
	0/00	0	0	.0	0	0	.0
	0/00	0	0	.0	0	0	.0
	0/00	0	0	.0	0	0	.0
	0/00	0	0	.0	0	0	.0

Average	197	177	89.7	4	188	95.8
Wkday Avg	193	174	89.8	4	186	97.5
Wkend Avg	210	188	89.3	5	194	92.1

F1=Reports Menu F3=Main Menu F12=Previous Screen

GPB 0101		MONTH TO DATE RATE SUMMARY		9/08/97		CCRA19-C	
TYPE	#DAYS	%	RATE	#DAYS	%	RATE	#DAYS
I	526	35	44.99	8	2	29.50	8
B	13	1	42.99	36	7	26.00	5
D	63	4	31.99	8	2	.00	0
R	466	31	30.00	2	0	.00	0
C	158	10	25.99	94	18	.00	0
O	280	19	23.99	77	15	.00	0
			23.97	5	1	.00	0
Note: #Days			21.99	41	8	.00	0
Days Earned			20.99	15	3	.00	0
			19.99	135	26	.00	0
Averages Affected			17.99	10	2	.00	0
By Weekly, Monthly			15.99	95	18	.00	0
And Special Rates			.00	0	0	.00	0
			.00	0	0	.00	0
Overall Average			.00	0	0	.00	0
Rate	31.34		.00	0	0	.00	0
			.00	0	0	.00	0
F1=Report Menu			.00	0	0	.00	0
F3=Main Menu			.00	0	0	.00	0
F12=Prev Screen			.00	0	0	.00	0
Average Rate			23.15			27.61	
						26.81	



## Cash / Check Summary

- Allows the branch to balance their cash box.
- Allows the branch to adjust/reverse transactions.
- Credit card summaries are all handled electronically through FDMS (First Data Merchant Services).

DEV

Employee # CCRA09/A  
94009

\*\*\*\*\* CASH & CHECK SUMMARY \*\*\*\*\*

<u>  </u> 1.	Cash/Check Review	
<u>  </u> 2.	Make Adjustment Line <u>0000</u>	
<u>X</u> 3.	Cash/Check Deposit	
	Total Cash in Box	<u>245.32</u>
	Assigned Cash Box Amount	<u>50.00</u>
	Chits to be Reimbursed	.00
	Chits to Remain in Box	.00
	Total Checks to Deposit	<u>752.67</u>

\*\*\*\*\* CREDIT CARD SUMMARY \*\*\*\*\*

   1. Credit Card Review

Cmd1=Exit Cmd6=Petty Cash Cmd7=AAI

Help



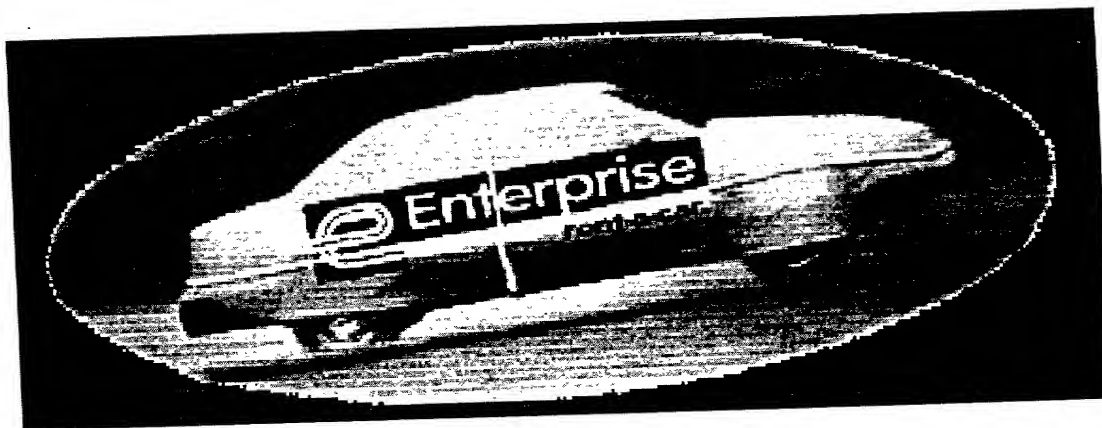
1c569 U.S. PTO

09/641820



08/18/00

# **E**nterprise **C**omputer **A**ssisted **R**ental **S**ystem **Workbook**



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## ***Introduction***

***Page II***

A brief overview of the ECARS Workbook and Training System. Outlines functions that will be discussed within the workbook.

## ***Getting Started***

***Page III***

Sign On Procedures, Key Strokes, General Facts about RALPH, ECARS Training Menu.

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## ***Error Messages***

***Page VIII***

The most commonly seen error messages will be discussed along with corrective actions.

# ***ECARS WORKBOOK***

## ***INTRODUCTION***

---

The ECARS Workbook and Training System - AART01 - have been designed to teach the basic skills for working with ECARS - Enterprise Computer Assisted Rental System. Don't be alarmed if what you read in this workbook and what you see on the screen is slightly different. ECARS is constantly being improved and enhanced to work more efficiently for you.

### ***Topics Covered***

---

Reservations  
Opening rental tickets with various billing types  
Ticket Cross Referencing  
Correcting ticket information  
Switching Units and Changing Rates  
Callbacks  
Closing rental tickets with various payment and billing types  
Computerized CRS (Cash Receipt Summary) and deposits

### ***Training***

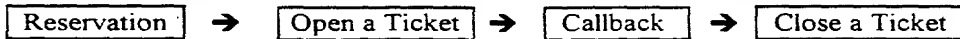
---

Workbook requires approximately 3 hours to complete  
Self Study  
Work at your own pace

### ***Workbook Format***

---

Each exercise guides you through an activity step by step  
Most exercises build upon information covered in previous exercises  
You will be able to see how different ECARS options are linked together



Ranges from basic rental functions to refunds.

### ***Numbers to Know***

---

The Rental Help Desk may be contacted at 1-800-416-8000. Specially trained ECARS personnel are available to answer questions and help with any problems you may encounter.

Network Services may be contacted at 1-800-416-8000. A team of Network Operators, who are RALPH experts, are available to correct any hardware problems experienced by the computer system.

***You are now ready to begin!***

## ***GETTING STARTED***

---

This section will familiarize you with the basics of using the keyboard and how to enter information needed for completing rental tickets, etc. A box shown around text will designate a key stroke.

### ***RALPH***

Our computer system is more commonly known as RALPH, which stands for **R**apid **A**nd **L**ogical **P**aper **H**andler.

### ***The Cursor***

The cursor will be a solid or flashing block or line on the screen which will show you where to key information.

### ***A Field***

A field is the area in which you key information; name, customer number, rate, etc. A field is usually displayed as a solid line(s).

## ***Cursor Movement***

---

It is very important to use the correct key strokes to move the cursor. Examples of these key strokes are shown in this section. There are five basic keys which should always be used for cursor movement. Keyboard movement depends on the type of terminal you have.

Field Exit

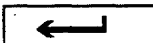
This key will move the cursor from one field to the beginning of the next field. Pressing Field Exit will cause any data beyond the cursor to be erased and the data keyed to be positioned correctly within the field. Most commonly used in numeric data fields.

Tab  
Right →

This key moves the cursor from left to right, field to field. Use this key to move forward.

Tab  
Left ←

This key moves the cursor from right to left, field to field. Use this key to move backward.



This return key moves the cursor down to the first input field on the next line. This is the most frequently used key.

Shift/Roll Up  
Shift/Roll Down

This keystroke combination is used on some terminals to move up and down between pages and fields.

### ***Rates/ Amounts/ Dates***

---

Use these examples for keying rates/amounts.

\$16.50	=	16.5	Field Exit
\$16.00	=	16	Field Exit
May 20, 1994	=	052094	

### ***Options and Choices***

---

When Yes or No answers are requested, key Y-Yes or N-No.

When several choices are given, key "X" or "1" in the selection field next to the item chosen

### ***Names***

---

Names must be keyed in the correct format to help RALPH alphabetize names and distinguish between an individual or company name. Use these examples for keying names.

Individual:	Smith* Cindy*
	Smith* Cindy M*
Company:	Enterprise Rent-a-Car**
	Crawford Company**

(Key an asterisk \* by holding down the Shift key and pressing 8\*)

### ***Numeric Keypad***

---

Use the numeric keypad, located on the right side of the keyboard, to key mileage, rates, etc. The numeric keypad is designed in the same manner as a calculator; therefore, you may find it easier to work with.

### ***Important Keys***

---

There are several important keys on the keyboard that are essential to using ECARS.

**Reset**

When data is keyed incorrectly, that field will be highlighted and an error message will inform you of the problem. Press Reset and re-key the data.

**Enter**

Press Enter to send the information to be processed.

**F1,2,3...or  
Cmd 1,2,3..**

Command and/or Function keys are used to enter and exit various options. They are located on the top of the keyboard. Command/Function keys are displayed on the bottom of each screen.

[illegible]

2 4

張

53

2/23

**NOTE:** CMD 24 = JUMP IS NOT AVAILABLE IN THE TRAINING SYSTEM.

The Enter Request screen is used to access all Direct Entry and Inquiry Programs. Direct Entry programs are those that allow data to be keyed to enter/update/change information for reports, rental tickets, etc. Inquiry programs are those that allow the user to view only specific information such as unit information, A/R's (Account Receivables), Etc.

**CMD 24 = Jump:** Used throughout ECARS to access the Jump Window. This allows you to transfer to the other programs quickly without exiting your current program.

## ECARS Training Menu

To access the ECARS Training Menu, key AART01 at the Enter Request line **ENTER** The following screen will appear

ECARS - ENTERPRISE COMPUTER ASSISTED RENTAL SYSTEM		CCRTMU-A
1 - Open A Ticket	11 - Reservations	<b>TRAINING SYSTEM</b>
2 - Correct A Ticket	12 - Callbacks	
3 - Switching Units/ Changing Rates	15 - Cash Management	
5 - Closing A Ticket		
(TICKET SERVICES)		
10 - Open Ticket X-Ref	Name _____ Or Ticket# 000000	
Option# _____	D# 000000 Branch GM	
Name _____	SSN# _____ Res# _____	
DL# _____	ST/PROV _____	
Cmd1=Exit Cmd8=Lease Cust		

The ECARS Training Menu consists of the most used options in ECARS Each of these options will have a corresponding exercise in this workbook.

### Option 1 - Open a Ticket:

This option is used to open the majority of rental tickets in the office

### Option 2 - Correct a Ticket:

This option allows you to correct and/or add information such as an additional driver, claim number, etc

### Option 3 - Switching Units/ Changing Rates:

This option is used to switch units and/or change rates

### Option 5 - Closing a Ticket:

This option is used to close all rental tickets

### Option 10 - Open Ticket X-Ref:

This option allows you to "look up" an open ticket to retrieve basic information.

### Option 11 - Reservations

This option is used to create, view, update, transfer, or cancel Branch Rental Reservations.

### Option 12 - Callbacks

This option is used to authorize or extend rental tickets by the type of callback. (For example Body Shop, Service Department, Insurance Company Adjustor, or Customer.)

### Option 15 - Cash Management:

This option allows you to balance the cash summary and make deposits.

CMD 1
CMD 8

Exit to Enter Request Prompt.

Lease Cust. Information about renting to Lease Customers.



## ARMS - The Automated Rental Management System

---

ARMS is the communications system that links certain insurance companies or service providers directly with Enterprise to exchange data electronically through the computer.

ARMS allows insurance carriers to automatically reserve vehicles, confirm reservations, prepare invoices, obtain authorizations and billing extensions. ARMS allows Enterprise to provide a higher level of service to insurance companies and their policyholders and claimants.

ARMS reservations and tickets can not be accessed through the training system. Please keep in mind that when you are on the real system, you may notice some slight differences with ARMS tickets

**Congratulations!**  
**You have now successfully completed the ECARS Workbook!**

If you feel uncomfortable with any of the options, or just feel you would like a little more practice, you may open and close tickets, switch units, change rates, etc. in the ECARS Training System until you feel you are ready to go "LIVE".

The following list of Error Messages are the most commonly seen while completing the ECARS Workbook. You may refer to them any time you need a more detailed explanation than is displayed on the screen.

<b>Accept or Recompute?:</b>	Key A-accept or R-recompute to accept charges as they are, or make changes and recompute.
<b>Additional Driver?:</b>	The field for additional driver has been left blank. Key Y or N.
<b>Additional Driver Name Required:</b>	The field for additional driver has been marked Y, but no name has been supplied.
<b>Charges Do Not Balance:</b>	The payments that have been keyed do not balance to the amount due. Only Balance Due amount should be receipted.
<b>Confirm Date/Time Out:</b>	Date and Time keyed is not the current date and time RALPH needs confirmation.
<b>Confirm Unit To Be Rented:</b>	Unit rented on another ticket or may be owned by another Branch in your Group. Always has a message explaining the problem.
<b>Date Out Invalid:</b>	Date out has been keyed incorrectly, or field left blank.
<b>Rental Type Invalid:</b>	Rental Type field has been left blank, or rental type keyed is not valid.
<b>Renter Name Invalid, Last*First*:</b>	Renter name has not been constructed correctly.
<b>Time Out Invalid:</b>	Time out has been keyed incorrectly, or field left blank.

## EXERCISE 1      RESERVATIONS

Exercise 1 will guide you through Option 11 - Reservations - to create, view, update, transfer, or cancel Branch Rental Reservations. This option is very helpful in providing the branch(s) with better customer service, pickups, and deliveries.

ECARS - ENTERPRISE COMPUTER ASSISTED RENTAL SYSTEM		CCRTMU-A
1 - Open A Ticket	11 - Reservations	TRAINING SYSTEM
2 - Correct A Ticket	12 - Callbacks	
3 - Switching Units/ Changing Rates	15 - Cash Management	
5 - Closing A Ticket		
(TICKET SERVICES)		
10 - Open Ticket X-Ref      Name _____ Or Ticket# 000000		
Option# _____ D# 000000      Branch AC		
Name _____ Home Phone # ( _____ ) _____ - _____ Res# _____		
DL# _____ ST/PROV _____		
Cmd1=Exit Cmd8=Lease Cust		

On the ECARS Training Menu, key Option #11 **ENTER** The Reservation Menu Screen will appear. (See example screen on the following page).

**NOTE:** You can key as little or as much information that is available when taking the reservation. Any information keyed into the reservation will automatically forward to the open ticket, saving you time when the renter is in the office picking up a vehicle or waiting for a "Pick Up."

To update a reservation, any information keyed may be changed by keying directly over that which is displayed. Information may also be added or deleted if necessary.

## Reservation Menu

ECARS RESERVATION SYSTEM

AARS01-A

Select one of the following:

- "Have you rented from us before?" (Optional)
- 1 Create a New Reservation Home Phone # ( ) - ST/PROV  
DL#
- 2 View Reservation for Customer Name by GPBR PPGM or GP
- 3 View Reservation for Date 061694 by GPBR PPGM or GP
- 4 View By Reservation# R
- 5 View By National Reservation#

F3=Exit F7=AAI

There are five categories to the Reservation Menu.

**1. Create a New Reservation:** This is used to speed up the process of Opening a Ticket-Option #1, by pulling forward all keyed reservation information to the rental ticket. Key the Home Phone Number or Driver's License Number and State or Province in the spaces provided. The previous renter information will pull forward to the reservation you are creating, if the customer has rented within the past year ONLY.

**NOTE:** The Home Phone Number and Driver's License Number fields are optional. If these fields are used, you should verify accuracy of the pre-loaded renter information e.g., current address, phone, and driver's license information.

**IMPORTANT!** RALPH will automatically check the "Customer Warning" file for all previous renters. If a renter appears in this file, a WARNING SCREEN will display. If this happens, consult with your Branch Rental Manager for your Group's policies.

**2. View Reservation for Customer Name:** This is used to display reservations by renter name for a specific Group/Branch or Group. Additional comments are shown under the Group/Branch reservations option, but comments are NOT shown under the Group Only option.

**3. View Reservation for Date:** This is used to display reservations for a specific Group/Branch or Group by pickup date. Additional comments are shown under the Group/Branch reservations options but comments are NOT shown under the Group Only option.

**4. View by Reservation Number:** This is used to display a reservation by the reservation number.

**5. View By National Reservation Number:** This is used to display a reservation by the National Reservation Number.

From the Reservation Menu, key X next to Create a New Reservation and key your Home Phone Number, **ENTER** to prompt the associated screen as described on the following pages.

*\*In order to simulate a "live" Reservation/Rental Ticket for your Group/Branch location, create your own data for fields that are not specifically instructed throughout this workbook.*

# Category #1-Create a New Reservation

## Screen 1

1 Emp# _____		BRANCH RESERVATION NUMBER 100003 Pickup Branch PPGM		Print (Y or N) <input checked="" type="radio"/> N		CCRS01-A	
2 Name _____ (LAST*FIRST*)		SSN# _____					
3 PICKUP: Date _____ Time _____		RETURN: Date _____					
W/in _____ P/up _____		Deliver _____ CWC _____		Comment _____			
4 PHONE: Home ( ) _____		Office ( ) _____		ext _____			
Other ( ) _____		Description _____					
5 I/B/D/R/C/O _____		Source Cust# _____		ID _____		Cash/Check _____	
BILL TO: _____		Direct Bill (Y or N) _____		Credit Card _____		(COMPANY**)	
Bill To Cust# _____		or Name _____		Auth Until _____		Max Amt _____	
Attention _____		Date of Loss _____		Insured _____			
CLAIM#/Pol/Po _____		(C/Claimant, I/Insured, T/Theft) _____					
6 CAR TYPE: Class _____ Type _____		F16		Comment _____			
RATE QUOTED: \$ _____		Comment _____					
F1=Exit		F2=Cust List		F4=ID List		F5=Rates/Rules	
F9=Transfer		F12=Previous		F13=Insurance		F15=Res Notes	
F21=ID Rntr		F22=Clear Rntr ID		F23=More Keys			

The Reservation Screen is very similar to that of Option 1 - Opening a Ticket

1. Key your five-character employee number at top of the screen
2. Key Renter's Name (pretend you're the renter)-Last Name\*First Name\* and Social Security Number
3. Key rental pickup, date/time, and rental return date Use today's date for both pickup and return date. Key X to select either W/in = Walk-in, P/up = Pickup, Deliver = Delivery, or CWC = Customer will call. **TAB RIGHT** to space provided for additional comments, if needed.
4. Key Renter's phone information. **TAB RIGHT** to description field for any comments, as needed.
5. Key Rental Type "I" - Insurance. The other rental types are B=Body Shop, D=Dealership, R=Regular, C=Corporate, or O=Other Key "STATE" in the Source Cust# field. Press F2=Cust List A Branch List appears. If there are no choices available, press F8=Group for a group list. Key "X" next to a State Farm Office. This automatically forwards to the Source ID List Screen (see page 2-3). Key "X" next to the first adjustor name.  
Key Y=Yes to set up a Direct Bill. Key "X" to select payment type: Credit Card, Cash/Check. For the Bill to Cust# use the F2=Cust List Window key, again. "X" your name on the list Key "X" next to 999 UNKNOWN\*\* on the Source ID Screen. **NOTE:** If your name is not on the list, key 999999 as the Bill to Cust# and type your Last Name\* First Name\* on the name line. Key 999 as the Attention ID and key your name on the Attention Line. Key the Auth Until Date (use today's date), the Maximum Dollar Amount per Day, Claim/Pol/Po#, Date of Loss, Type of Loss, and Insured's Name.

Screen description continued on the following page.

6. Key Car Type and Class Type, use F16=Car Types. Key rental rate you quoted. **TAB RIGHT** to comment fields, as needed.
7. **←** to move cursor to top right of screen. To print a copy of the reservation, key Y=Yes, over default N=No.

**NOTE:** The function keys will be discussed in detail, starting on page 1-5

Press **ENTER** to accept the information keyed and advance to Screen 2. If ERROR MESSAGES display, make any necessary corrections and press **ENTER** again (See the section on ERROR MESSAGES page VIII, for more information). Repeat this procedure until Screen 2 appears

Screen 2					
BRANCH RESERVATION NUMBER 100002			Print (Y or N) <b>(N)</b>		CCRS01-B
Name LAST*FIRST*					
Pickup Branch <u>PPGM</u>					
<hr/>					
1	SHOP: Cust# _____		Name _____		Attn _____
	Car Year _____		Make/Model _____		Phone# ( 000 ) 000 - 0000
<hr/>					
2	Airline: _____		Flight: _____		Arrival Time: _____
<hr/>					
3	CUST INFO: Age ____ yrs				
	Street _____				
	City _____	State _____	Zip _____		
<hr/>					
4	CREATE CALLBACK B/S Adj Svc Cust Res Comment (Res only)				
FOR RESERVATION - - - - -					
<hr/>					
F1=Exit		F2=Cust List	F5=Rates/Rules	F7=AAI	F8=More Info
F9=Transfer		F12=Previous	F13=Insurance	F14=Credit Chk	F15=Res Notes
F21=ID Rntr		F22=Clear Rntr ID	F23=More Keys		

1. Key shop information: Customer Number, Shop Name, Shop's contact person, Year of vehicle being repaired, Make/Model and Shop's phone number.
2. Key Airline information if applicable: Name of Airline, Flight Number, and expected Arrival Time.
3. **←** to key Customer Information: Age, Current Address, City, State, and Zip Code.
4. **←** and key X to select "Callback Type" B/S=Body Shop and ADJ=Adjustor.  
**TAB RIGHT** to comment field, as needed. This field is used when selecting RES=Reservation, ONLY.
5. **←** to move cursor to top right of screen. To print a copy of the reservation, key Y=Yes, over default N=No.

Do NOT press **ENTER** . Use the following pages to help you understand the function keys.

## FUNCTION KEYS FOR OPTION 11 - RESERVATIONS

Listed on the bottom portion of each screen are several Function (F) keys. Each one performs a function that may be used while creating or viewing a Branch Reservation.

### F1 = Exit

Allows you to cancel a new reservation. While viewing a reservation you can exit to the Reservation Menu Screen.

### F2 = Cust List

Displays a list of customer names and numbers that are to be used for sourcing. See example window below.

MIDWEST	Branch List	SMS002A/C1
GPBR 1520		
Position to description: _____		
Type options, press Enter.		
1=Select 5=Display		
Opt	Cust#	Description
-	G08433	ADAMS COUNTY CREDIT UNION**
-	G08246	AEROSPACE CREDIT UNION**
-	K00005	ALVIN JACKSON USED CARS**
-	K00171	AMERICAN AUTO MART**
		IL 618-555-8877
		MO 314-555-0050
		MO 816-555-1277
		IL 618-555-6688
		+
F2=Details F3=Exit F6=Branch F7=AAI F8=Group F10=State F11=All		
F12=Previous Roll=Forward/Back		

You can press F2=Details again to view a detailed branch list. The detailed list includes the customer name, address, and phone number. This is handy if you are trying to locate a specific customer who has multiple locations or if you need to contact the account in question.

Key "1" in the Opt (option) field to select a customer number. The screen automatically forwards to the contact screen. See example window on the next page.

```

MIDWEST                               Contacts                SMS005A/01

GPBR 7799                             Ell187  A.C.P.S.E. CREDIT UNION**
Position to: _____             1444 MAINE STREET
                                         QUINCY IL      62301
Type options, press Enter             618-534-3300    618-435-4455
1=Select

Opt Name                               Opt   Name
-   JOHNATHAN, MARTIN
-   WILLIAM, COX

F3=Exit    F7=AAI    F9=Add    12=Previous    Roll=Forward/Back

```

Key "1" in the Opt (option) field to select the contact person. The screen automatically returns to your reservation with the customer information loaded into the appropriate fields

**NOTE:** F9=Add allows contacts to be added in the Contacts screen. Check with your Branch Rental Manager on your Group's policy for adding contacts.

#### F4 = ID List

Displays a list of ID numbers for individual adjustors, agents, etc for each customer number.

#### F5=Rates/Rules

Displays rate/rule information for that particular branch

#### F6 = Units Avail

**NOTE:** This function key is available on Screen 1 but only displays when F23=More Keys is pressed first. Displays a list of Branch Vehicle Units available to rent. See example window below

```

                                UNITS NOT RENTED - 7799
                                Next Unit _____ CCRA16-A
                                Next Branch _____

X=Unit History  T=Unit Transfer
Unit-# License-# BB YR Make Modl Sers Color  SHP Last-Location
DC0004.DC0004    94 PONT SUNB  2DR  RED      7710
DC0006.DC0006    94 PONT SUNB  4DR  WHITE    OIL CHANGE
**
F1=Exit  F7=AAI  Enter=Continue  BB=BUYBACK  ** No Units Available **

```

To view other Branch "Units Not On Rent" just key the desired branch number in the upper right hand corner and **ENTER**. Available units will display. This is helpful for transferring reservations if necessary.

#### F7=AAI

**NOTE:** This function key is available on Screen 1 but only displays when F23=More Keys is pressed first. Allows access to Inquiry Programs.



**F8 = More Info**

Allows you to key additional renter information for the reservation  
See example screen below

<b>1</b>		MORE INFORMATION		CURSES-A	
Renter Name KING* CATHY*		RES# 100983			
Renter Drivers License _____		State _____		Exp Date _____	
DOB _____		Height _____		Weight _____	
Employer _____		Eyes _____		Hair _____	
<b>2</b>					
Additional Driver (Y or N) _____		Driver Name _____			
Address _____		Age _____			
Drivers License _____		State _____		Exp Date _____	
<b>3</b>					
Out Of State (Y or N) _____					
<b>4</b>					
Bill-To Name _____		(Company Name**) _____			
Attention _____					
Address _____		Phone ( ) _____		Ext _____	
City _____		State _____		Zip _____	
<b>5</b>					
Start Chgs If Diff _____		Date _____		Time _____	
		Pickup Date 6/25/95		1:00 PM	
<b>6</b>					
Calendar _____		24 Hour _____		Specials _____	
<b>7</b>					
Rates: .00 /Hour		.00 /Day		.00 /Week	
Mileage 0 /Mile After 0 /Day		0000 /Week		.00 /Month	
Drop Chg _____		Drop Location _____		0000 /Month	
Lmg Waiver .00 /Day PAI .00 /Day				Disc 0 %	
				No Chg	
F5=Rates/Rules F7=AAI F12=Previous Enter=Update					

Remember, all information keyed here will automatically transfer to the Open Rental Ticket to save you and the renter time

1. Key Driver's License Information and Current Employer's Name
2. Key Additional Driver Information: Name, Address, Age, Driver's License #, State, and Expiration Date.
3. Key Y=Yes, or N=No, if the rental will be going out of state. If yes, key all associated states to which renter plans to travel
4. Key "Bill To" Information: Company Name, Contact Person, Address, Phone Number, City, State, and Zip Code will be pre-loaded, if valid Customer # is keyed on the first Reservation Screen.
5. Pickup Date and Arrival Time will display, if keyed on the first Reservation Screen. Key new Date and Time to start charges, if applicable.
6. Key X to select billing type: Calendar or 24hr, and Specials, if applicable
7. Key Rate Information and any Discounts, if applicable.

**NOTE:** This screen is edited in blocks. For example, if the Driver's License Number is entered then the State, Expiration Date, and Birth Date are required. Follow displayed **ERROR MESSAGES** to guide you as you go!

**F9 = Transfer**

Allows you to transfer a reservation to another Branch within your Group  
This is helpful for location purposes and availability of units. It also allows you to transfer ARMS Reservations to another Group.

**F12 = Previous**

Return to previous screen. **NOTE:** If F12 is used, any updates just keyed will NOT be saved.

### F13 = Insurance

Allows access to enter any insurance information when reservation is created See example screen below

RENTER'S INSURANCE INFORMATION		CCRS06-A
Renter Name SMITH*LYNN*		RES# 100003
<b>1</b>		
Carrier	_____	
Agent	Phone# ( _____ ) _____ - _____	
Policy#	_____	Expires _____
<b>2</b>		
Collision Deductible \$	_____	Assigned Risk (Y or N) _____
Comprehensive Deductible \$	_____	Lienholder Policy (Y or N) _____
Liability (Y or N)	_____	
Verified By	_____ (from ins. co)	
Verified By Employee #	_____ (from Enterprise)	
<b>3</b> [ ADDITIONAL DRIVER INFORMATION ]		
Carrier	_____	
Agent	Phone# ( _____ ) _____ - _____	
Policy#	_____	Expires _____
Collision Deductible \$	_____	Assigned Risk (Y or N) _____
Comprehensive Deductible \$	_____	Lienholder Policy (Y or N) _____
Liability (Y or N)	_____	
Verified By	_____ (from ins. co)	
Verified By Employee #	_____ (from Enterprise)	
Cmd7=AAI Cmd12=Previous Enter=Update		

1. Key Renter's Insurance Carrier Name, Agent Name, Phone Number, Policy Number and Expiration Date
2. Key policy deductible for both Collision and Comprehensive Key Y=Yes, or N=No, if it is an Assigned Risk Policy or a Lienholder Policy Key Y=Yes, or N=No, if Liability coverage is active Key contact's name at the Insurance Company who verified coverages Finally, key your employee number as verifying all keyed information
3. Repeat the same process for the Additional Driver as explained in step#1 and #2, for the renter Key all Carrier and Policy information, as needed.

**NOTE:** This screen is edited in blocks. For example, if the policy number is entered then the expiration date is required. Follow displayed ERROR MESSAGES to guide you through the screen.

\*After you press **ENTER**, to print the Rental Ticket, insurance information keyed here remains on the screen to be handwritten onto the Rental Ticket. After you exit from the above screen, this information can NOT be retrieved.

**NOTE:** This function key is available and displays when F23=More Keys is pressed first. Allows access to enter valuable credit information when the reservation is created. This is helpful to determine money deposits or rental approval. See example screen below.

CREDIT CHECK INFORMATION				CCRS07-A RES# 100003	
<b>1</b>					
Name	SMITH*LYNN*		(LAST*FIRST*)		
Street					
City	St	Zip			
Home#	( 000 ) 000 - 0000	Office#	( 000 ) 000 - 0000	ext 0000	
Other#	( 000 ) 000 - 0000				
SSN#	000 00 0000	DOB	Age 27		
Length of time at present address    yrs    mos					
<b>2</b>					
Curr Employer	Position		Length of Time		
			___ yrs ___ mos		
Prev Employer	Position		___ yrs ___ mos		
<b>3</b>					
Prev Street	St		Zip	___ yrs ___ mos	
Addr1 City					
Prev Street	St		Zip	___ yrs ___ mos	
Addr2 City					
<b>4</b>					
Spouse's Name	Position		___ yrs ___ mos		
Employer					
Cmd7=AAI Cmd12=Previous Enter=Update					

Information keyed here will not appear on the Open Rental Ticket. This is reference information to be viewed within the reservation system.

1. Key Renter ID information: Name (Last Name\*First Name\*), Current Address, Phone Number(s), Social Security Number, Date of Birth, Age, and Length of Time lived at the above address (Years/Months)
2. Key Current Employer Name, Current Position Held, and Length of Employment (Years/Months). Repeat the process for previous employment, as needed.
3. Key Previous Address(s), and Length of Time lived at each location (Years/Months), if applicable.
4. Key Renter's Spouse Name, Current Employer Name, Current Position Held, and Length of Employment (Years/Months), if applicable
5. Key Y=Yes, over default N=No, to print a copy of the Credit Check Screen
6. Key Y=Yes if credit has been checked.

**NOTE:** Follow the policies set by your Group when creating a reservation. You can enter as much or as little of the credit information appropriate to the rental situation. The entire Credit Check Screen is optional. Ask your Rental Branch Manager to review situations applicable for Credit Check information to be taken.

### F15 = Res Notes

Allows specific notes to be viewed concerning the rental reservation, e.g., directions for pickups or deliveries, special requests, or car preferences. This is helpful in providing better Customer Service. See example screen below.

DEV

RESERVATION NOTES

2 CCR508-A  
RES# 100984  
Print (Y or N) (N)

1

Renter Name LAST\*FIRST\*

More...

Cmd7=AAI Cmd12=Previous Enter=Update

Information keyed here will appear on the Open Rental Ticket. This is reference information to be viewed within both the reservation system and in opening a ticket.

1. Key information on space provided such as car preference, contact person for authorization or extensions, etc. . . key any changes over existing information. You can shift/roll for additional lines.
2. Key Y=Yes, over default N=No, to print a copy of the Reservation Notes Screen. This is especially handy for directions

### F16= Car Types

**NOTE:** This function key is available but only displays when F23=More Keys is pressed first. Displays a list of "Car Codes" to describe the rental vehicle Class and Type requested for the reservation. See example window below

Car Types: Select one from each column

CLASS	TYPE
M-Mini	C-2/4 Door
E-Economy	B-2 Door
C-Compact	D-4 Door
I-Intermediate	X-Special
S-Standard	S-Sports
F-Fullsize	T-Convertible
P-Premium	W-Wagon
L-Luxury	V-Van
X-Special	F-4W Drive
	P-Pickup

Class/Type

Cmd1=Exit Cmd12=Prev Enter=Continue

Select one category from the CLASS Column and one category from the TYPE Column. Key selections on the CLASS/TYPE field provided.

F21=ID Rntr

Allows you to to locate previous renter information without exiting the reservation. See example screen below

CENTRAL	ID Renter	FQS040A/1
DL#	_____ St/Prov	_____
Home Phone#	(____) ____ - ____	
Name (Last)	_____ (First)	_____
Note: Drivers license number and St/Prov or Home Phone number are required. Name is optional.		
F12=Previous		

Key the Renter's Driver's License Number and State or Province **OR** the Home Phone Number (required) The Renter's name may also be keyed (optional) If more than one match is found, the Renter ID Selection screen appears. See example screen below.

CENTRAL	Renter ID Selection	FQS010A/1
Searched by:	Phone Number (____) ____ - ____	
	D/L# _____ St/Prov	_____
Position to:	Name (Last) _____ (First)	_____
Type option, press ENTER		
1=Select 5=View		
Opt Name	Street Address	St Zip
- SMITH*KEVIN*	123 HARRISON	MO 63101 5684
- SMITH*RALPH*	467 MOLOKAI ROAD	HI 97895
- TAVERS*JOSEPH*	4223 VERLAINE AVENUE	WI 39667 7421
- TIPTON*ROBERT*	508 VIENNETTA DRIVE	LA 70460 6531
F3=Exit F12=Previous		

Search the screen to see if the customer is on the list. If the customer's name does not appear on this screen, key the **driver's name** (Last/First) in the **Position to** field. **ENTER**. The name keyed appears at the top of the list. Key "1" in the **Opt** (option) field to **select** a customer. **ENTER**. The customer's information is protected and loaded into the appropriate fields.

**OR**

Key "5" to **view** customer information in greater detail. **ENTER**. The Renter ID Detail screen appears. See example screen on the next page

CENTRAL

Renter ID Detail

FQS050-A

Name (Last) SMITH (First) KEVIN  
Street 123 HARRISON  
City SIKESTON ST MO ZIP 63101 5684  
Home (573) 555 - 1549  
Office (573) 555 - 9854 Ext. 256  
Other ( ) - Ext.   
Employer PIGGLY WIGGLY Description 97WHTCHVCORS  
DL# 849-86-5468 ST MO Exp 021499 SSN 849-86-5468  
Height 6 08 Weight 300 Eyes GREY Hair BROWN

F12=Previous

The Renter ID Detail screen displays detailed information about a specific customer. View this screen before selecting the customer to ensure the appropriate person is selected. ENTER to select this customer and continue with the program.

F22=Clear Rntr ID

Allows you to clear existing customer information from all reservation screens so new information can be keyed.

F23=More Keys

Allows you to display function keys that are not shown when the screen is in the original display mode.

ENTER

to accept your Reservation

\* \* \* \* \*

**You have just created a Branch Reservation!** For additional practice, open another reservation using the following information:

- *Use your favorite celebrity's name for the renter's name*
- *Do NOT key a Social Security Number*
- *Use today's date as the pickup and return date*
- *Make it a Bill To of "N"*
- *Make it a Callback type of "Cust"*

Be sure to key in all necessary information to make a complete reservation, using the above data plus your own chosen information.

\* \* \* \* \*

**Turn to the next page to learn how to view a reservation  
by Customer Name/Group  
(Category #2)**

## Category #2-View Reservation for Customer Name/Group

To view a customer by name, key Customer's Name in the space provided on the Reservation Menu Screen, #2. Your Group/Branch will already be pre-loaded. A list of reservations will appear in alphabetical order - starting with the Customer Name you requested. See example screen below.

RESERVATIONS FOR GPBR PPGM					2 CCRSD2-B Print (Y or N) <input checked="" type="radio"/> N		
Next Customer		3					
Customer Name		Date	Time	Res#	Car Type	Status	Rental Type
SMITH*LYNN*	1	6/15/94	200 PM	100002	FCAR	DEL	I
WHITE*DAVE*		6/15/94	400 PM	100005		DEL	B
PLEASE MEET HER AT AL'S AUTOBODY							
WITT*MIKE*		6/16/94	900 AM	100006	ICAR	W/IN	R
F1=Exit F7=AAI F12=Previous Screen Roll=Forward/Back							

This screen displays a list of all current and future reservations for your Group/Branch or Group. You can view a specific reservation by keying X next to the applicable Customer Name.

1. Displays Customer's Name, Reservation Date, Time of Arrival, Reservation Number, Car Type requested, Rental Status, Rental Type, and Comments, if applicable. To view a specific reservation, key X on the line next to the Customer's Name.  to move cursor down the list of names, as needed.  to advance you to the selected reservation(s) screen.
2.  to move cursor to the top of the screen. If you want to print a copy of the reservations listed, key Y=Yes, over default N=No. This is a helpful tool for the office to prepare for future rental demands.

**NOTE:** This display can also be selected on the Reservation Menu Screen, #2 by Group. When only a Group is selected the reservation comments are NOT shown as it is in the above example.

**Reminder!** Scroll forward/backward to view all Customer Reservations. To make a revision, key X next to the applicable Customer Name, press  and make revisions as needed.

3.  to move cursor to the Next Customer Name field, if desired. Key a new Customer Name in the space provided if you want to view a specific reservation more quickly.  to advance to specified Name. Repeat the process as described. See how you can flip to a new reservation with ease!

**NOTE:** The function keys are discussed in detail, starting on page 1-5.

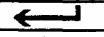


### Category #3-View Reservation for Date/Group

To view a Reservation by date, key in the Month/Day/Year in the space provided on the Reservation Menu Screen, #3 Today's date and your Group/Branch will already be pre-loaded To view a different date or Group/Branch, key desired information over existing. A list of reservations will appear in sequential order - starting with the earliest Reservation associated with the date you requested See example screen below

RESERVATIONS FOR GPBR 7799				CCRS03-B	
Tuesday JUNE 21, 1994				Print (Y or N) <b>N</b>	
Total Reservations:				1	
Next Time		2			
3					
Customer Name	Time	Res#	Car Type	Status	Rental Type
FRANKLIN*BEN*		100501			
JENKINS* JOHN*	500 PM	A98761	ICAR	NRES	R
JONES*KIM*		100066	ECAR	DEL	I
Please meet her in the lobby.					
* * *					
F1=Exit F7=AAI F12=Previous Screen Roll=Forward/Back					

This screen displays a list of all reservations for a Group/Branch or Group for a specific date. You can view a specific reservation by keying X next to the applicable Customer Name

1. Displays Customer Name, Time of Arrival, Reservation Number, Car Type requested, rental Status, Rental Type, and Comments, if applicable. To view a specific reservation, key X on the line next to the Customer's Name.  to move cursor down the list of names, as needed Press **ENTER** to advance you to the selected reservation(s) screen.

**NOTE:** This display can also be selected on the Reservation Menu Screen, #3 by Group When only a Group is selected the reservation comments are NOT shown as in the above example

**Reminder!** Scroll forward/backward to view all Customer Reservations To make a revision to a reservation, key X next to the applicable Customer Name, press **ENTER** and make revisions, as needed.

2. Next Time. Key Next Time (Hour:Minutes/AM/PM) of reservations to be viewed. This is optional, as needed. **ENTER** to advance to the new time listings as requested.

3. To print a copy of the reservations listed, key Y=Yes, over default N=No.

**NOTE:** The function keys are discussed in detail, starting on page 1-5

#### Category #4-View Reservation by Number

To view a Reservation by Number; key X to select "View by Reservation Number" on the Reservation Menu Screen. Next, you must key a specific Reservation Number on the line following the "R field."

#### Category #5-View National Reservation by Number

To view a Reservation made through National Reservations, key X to select "View by National Reservation Number" on the Reservation Menu Screen. Next you must key a specific National Reservation Number on the line following.

See an example of this below.

ECARS RESERVATION SYSTEMAARS01-A

Select one of the following:

Create a New Reservation

"Have you rented from us before?"  
SSN# \_\_\_\_\_ (Optional)  
DL# \_\_\_\_\_ ST/PROV \_\_\_\_\_

View Reservation for Customer Name \_\_\_\_\_ by GPBR PPGM or GP \_\_\_\_\_

View Reservation for Date 061694 by GPBR PPGM or GP \_\_\_\_\_

View By Reservation# R \_\_\_\_\_

View By National Reservation# \_\_\_\_\_

F3=Exit F7=AAI

**ENTER** to advance to the corresponding Reservation Screen of number requested. Make any revisions necessary

**NOTE:** The function keys are discussed in detail, starting on page 1-5

***Congratulations!***

You now know how to **CREATE** a new reservation and **VIEW** a Reservation by the Customer's Name, by the Date, or by the Reservation Number. A "live" Reservation will be a piece-of-cake!

## EXERCISE 2      OPEN A TICKET - CALENDAR DAY

This exercise will guide you through Option 1 - Open a Ticket for a Calendar Day. Be sure to follow the format exactly as stated in this exercise. This ticket will be used again later on in the workbook!

If necessary, key AART01 **ENTER** to access the ECARS Training Menu.

ECARS - ENTERPRISE COMPUTER ASSISTED RENTAL SYSTEM		CCRTMU-A
<div>① - Open A Ticket                      11 - Reservations</div> <div>2 - Correct A Ticket                   12 - Callbacks</div> <div>3 - Switching Units/ Changing Rates                        15 - Cash Management</div> <div>5 - Closing A Ticket</div>		<b>TRAINING SYSTEM</b>
(TICKET SERVICES)		
10 - Open Ticket X-Ref      Name _____ Or Ticket# 000000		
<div>1 Option#                      2 D# 000000                      3 Branch AC</div> <div>4 Name _____                      5 Home Phone # ( _____ ) _____                      7 Res# _____</div> <div>6 DL# _____                      ST/PROV _____</div>		
Cmd1=Exit    Cmd8=Lease Cust		

1. **Option # Field:** Key Option Number 01.
2. **D# 000000:** This field will remain blank; a ticket number has not yet been created.
3. **Branch:** Your branch number will be displayed in the field. **←** to move the cursor to the next field.
4. **Name:** Key the first three letters of your last name in this field.
5. **Home Phone #:** Key your Home Phone Number in this field and/or (see number six).
6. **DL#, ST/PROV:** Key your Driver's License number and State or Province.
7. **Res#:** This field will remain blank for this exercise. A National Reservation Number or Branch Reservation Number is keyed in this field if one is known.

**ENTER** to accept the information keyed and advance to the next screen.

You should see a listing of all reservations for customers whose last name begins with the same three letters as were keyed. Locate and "X" the reservation you created for yourself. This information will forward to the ticket.

**CMD 1** Exit to Enter Request Prompt.

**CMD 8** Lease Customer. Information about renting to Lease Customers.

There are four screens that must be completed to open a rental ticket. The following example shows Screen 1. Take a few minutes to familiarize yourself with this screen.

1 CAR TYPE REQ RATE QUOTED \$ _____	
RENTAL TYPE _ (I/B/D/R/C/O) Source Cust # _____ ID _____	
Name <u>2</u> _____ (Last*First*)	
Street _____	
City _____	ST _____ Zip _____
Home ( _____ ) 000 - 000 0000	
Office ( _____ ) 000 - 000 0000	Ext _____ Employer _____
Other ( 000 ) 000 - 0000	Description _____
Local Address _____	
3 DL# _____ ST _____ Expires _____ DOB _____ SSN # _____	
Height _____	Weight _____ Eyes _____ Hair _____
4 ADDITIONAL DRIVER (Y/N) _____ Driver Name _____ Age _____	
Addr _____	Lic# _____ St _____ Exp _____
5 OUT OF STATE (Y/N) _____	
F2=Cust List F3=Exit F4=ID List F5=Rates/Rules F6=Units Avl F8=Prewrite F9=Clr RntrID F10=CC Aprvl F21=ID Rntr F23=More Keys	

There are five basic sections to Screen 1

- 1. Car Type Requested/Rate Quoted:** This information will be pulled forward from the Branch or National Reservation. If a Car Type was not requested, or a rate was not quoted, NONE will be displayed in this field. Reservation comments will be displayed here.
- 2. Renter Information:** This section requires basic information about the renter, such as Name, Address, Phone Numbers, etc. Also required are the Rental Type and Source Customer Number, plus ID. The Source Customer Number helps track business referrals.
- 3. Driver License:** This section requires all information from the renter's license. Make sure it is current information.
- 4. Additional Driver:** This section requires information regarding others who will be driving the rental vehicle.
- 5. Out of State:** This section requires a YES or NO answer, and a list of states to which the renter plans to travel.

The various function keys will be discussed in detail at the end of this exercise, page 2-14.

**NOTE:** The information that you had keyed into the reservation should have forwarded to the Open Rental Ticket. For those fields that you left blank, please fill them in appropriately.

## Section 2 - Renter Information

1	RENTAL TYPE <u>I</u> (I/B/D/R/C/O)	Source Cust # <u>2</u>	ID <u>    </u>
	Name <u>3</u>	(Last*First*)	
	Street <u>4</u>		
	City <u>5</u>	ST <u>    </u>	Zip <u>    </u>
	Home Phone ( <u>    </u> ) <u>    </u> - <u>    </u>	6	
	Office Phone ( <u>    </u> ) <u>    </u> - <u>    </u>	Ext <u>    </u>	Employer <u>    </u>
	Other Phone ( <u>000</u> ) <u>000</u> - <u>0000</u>	7	Description <u>    </u>
	Local Addr <u>8</u>		

1. Key I - Insurance for Rental Type.

2. Use State Farm as the Source Customer for this exercise. Key "State" in the Source Customer # Field Press F2=Cust List. The following screen appears.

MIDWEST	Branch List	SMS002A/c1
GPBR 1520		
Position to description: <u>STATE</u>		
Type options, press Enter.		
1=Select 5=Display		
Opt	Cust#	Description
-	STF433	STATE FARM**
-	STF246	STATE FARM**
-	STF005	STATE FARM**
-	STF171	STATE FARM**
		State
		Phone
		IL 618-555-8877
		MO 314-555-0050
		MO 816-555-1277
		IL 618-555-6688
		+
F2=Details F3=Exit F6=Branch F7=AAI F8=Group F10=State F11=All		
F12=Previous Roll=Forward/Back		


You can press F2=Details again to view a detailed branch list. The detailed list includes the customer name, address, and phone number. This is helpful when there are multiple locations for the customer. If there are no customers on the branch list, you can press F8=Group for a Group list, F10=State for a State list, or F11=All for a list including all customer numbers

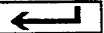

Key "1" in the Opt (option) field next to the first State Farm to select a customer number. The screen automatically forwards to the contacts screen. See example screen on the next page.

MIDWEST	Contacts	SMS005A/01
GPBR 1520	STF433	STATE FARM**
Position to: _____		1444 MAINE STREET
Type options, press Enter		QUINCY IL 62301
1=Select		618-534-3300 618-435-4455
Opt Name	Opt	Name
- JOHNATHAN, MARTIN		
- WILLIAM, COX		
F3=Exit	F7=AAI	F9=Add 12=Previous Roll=Forward/Back

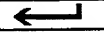
Key "1" in the selection field next to the first Adjustor Name.

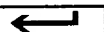
3. Key your name as the renter. Last Name\* First Name\* To key an asterisk, press and hold the SHIFT key while pressing the 8\* key


4.  to move the cursor to the next line and key your address

5.  to move the cursor to the next line and key the City  to move the cursor to the next field and key the State abbreviation. Key the Zip code

6. Key Home and Work Phone Numbers. Don't forget to include the Area Code If the extension is four digits or less in length, key the extension Key your Employer Name

7.  to move cursor to the next line and key other Phone Number (include area code) and a brief description, as needed.

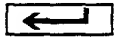
8.  to move the cursor to the next line and key the Local Address of the renter if other than home address.

 to move to the next section, if necessary

### Section 3 - Driver License

1	DL# 123456789	2	ST MO Expires 062594	3	DOB 032760	4	SS# 555 55 5555
Height 6 02 Weight 175 Eyes BROWN Hair BLONDE							

1. Key the Driver License Number (no spaces are necessary)
2. **TAB RIGHT** and key the State abbreviation and Expiration Date.
3. Key Date of Birth.
4. If you keyed your SS# on the Training Menu Screen, it will be pulled forward. If not, key the SS#
5. Key Height, Weight, Eye Color and Hair Color.



to move cursor to the next section, if necessary

#### Section 4 - Additional Driver

ADDITIONAL DRIVER (Y/N) Y Driver Name <sup>1</sup> TIM HILLMAN Age <sup>2</sup> 25  
Addr \_\_\_\_\_ Lic# <sup>3</sup> 3 St \_\_\_\_\_ Exp \_\_\_\_\_

1. Key Y - Yes for an Additional Driver. Key the name of a family member or friend
2. **TAB RIGHT** to move the cursor to the next field. Key the Age of the Additional Driver. If you do not know the exact age, but know they meet the age requirement, key 25
3. Key additional Driver Address

**TAB RIGHT** to move cursor to next field. Key Additional Driver License Information

**←** to move cursor to the next section, if necessary

#### Section 5 - Out of State

OUT OF STATE (Y/N) **Y** ILLINOIS \_\_\_\_\_

Key Y - yes and key the State(s) to which the renter plans to travel.

Press **ENTER** to accept the information keyed and advance to Screen 2. RALPH will scan the information you have keyed from top to bottom. If any errors exist, or if a field has been left blank, an ERROR MESSAGE displays at the bottom of the screen. This message will explain exactly what needs to be corrected and the cursor will be placed at that field. See the section on ERROR MESSAGES for more information.

Make any necessary corrections and press **ENTER** again. Repeat this procedure until Screen 2 appears.

**NOTE:** The function keys will be discussed in detail at the end of this exercise, page 2-14.



Screen 2 is broken down into three sections

1	
2	
<b>COMPANY BILL TO</b>	Source Cust# 999999 ID 999
Complete If	Cust# _____ ID _____ Attn _____
Cust # 999999	Name _____ (Company Name**
	Street _____
	City _____ ST _____ Zip _____
	Phone ( _____ ) _____ - _____ Ext _____
3 CLAIM/POL/PO# _____ Max Amount _____	
(C/Claimant, I/Insured, T/Theft)	Insured _____
Loss Date _____	Car Sale Referral _____
<b>SHOP</b> Cust# _____	Name _____ Attn _____
Car Yr _____	Make/Model _____ Phone ( 000 ) 000 - 0000
F2=Cust List F3=Exit F4=ID List F5=Rates/Rules F7=AAI F8=Prewrite F10=CC Approval F11=CK Approval F12=Prev	

**1. Special Instructions:** If Special Instructions exist for the Source Customer Number, they will be displayed

**2. Company Bill To:** This section requires a YES or NO answer. If yes, the Customer Number to be billed, the ID # and other company information are required.

**3. Claim/Pol/PO#:** This section requires the Claim, Policy or Purchase Order Number along with information regarding the Damaged/Stolen Vehicle, Insurance Rate and Shop Information.

**NOTE:** The function keys will be discussed in detail at the end of this exercise, page 2-14.

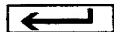
## Section 2 - Company Bill To

Source Cust# 999999 ID 999	
COMPANY BILL TO (Y/N) _	Cust# _____ ID _____ Attn _____
Complete If	Name _____ (Company Name**)
Cust # 999999	Street _____
	City _____ ST _____ Zip _____
	Phone ( ) - Ext _____

Key "Y"-Yes in the Company Bill To section. Key your Last Name in the Bill to Cust# field and press F2=Cust List. Key "I" in front of your name on the list. Or press F8=Group to access the Group list if your name is not on the Branch list. This will automatically take you to the Source ID List Key "I" next to 999 UNKNOWN\*\*.

**NOTE:** If your name is not on the list, key 999999 as the Cust# and 999 as the ID Key your name on the Attention Line next to the ID field. The Name and Address section must be completed if 999999 was used as the Customer Number. Key the following if 999999 was used:

Your Name (LAST\* FIRST\*)  
 Somewhere Lane  
 Anytown, USA 12345  
 Phone Number 123-456-7890 Ext 123



to move the cursor to the next section.

## Section 3 - Claim/Pol/PO#

CLAIM/POL/PO#	Max Amount
(C/Claimant, I/Insured, T/Theft)	Insured
Loss Date	Car Sale Referral
SHOP Cust#	Name
Car Yr	Make/Model
	Attn
	Phone ( 000 ) 000 - 0000

Key the Claim # - ABC9876-02. Key the Max Amount to be paid by the insurance company - "17 per day" on the first line and "30 day Max" on the second line. Key an "I" in the selection field for Insured. Key "Sally Brown" as the insured. Key yesterday's date as the Loss Date. Key an "X" if the customer would like their information forwarded to the Car Sales department to be put on the prospective car sale purchaser's list. F2=Cust List to look up a Shop Cust #, X the shop customer. The customer's name and phone # will forward to the screen. Key "Bob" as the contact. Key "94 Chevy Blazer" as the Yr/Make/Model.

**ENTER** to advance to Screen 3. If any errors exist, correct them as you did on the previous screen.

Screen 3 is broken down into four sections

1									
2	Callback Type	__	B/S	__	Adj	__	Svc	__	Cust
3	Calendar Day	__	24 Hour Day	__	Specials	__			
4	Sales Tax %	__	Fuel Charge	__	Per	__			
	Drop Charge	__	Drop Location	__					
	GOVTSCHG		06%						
	AP/ACC		06%						
	LESERTAX		10%						
	ADDLDRVR		2.00 per day	Additional Driver Indicated					
F3=Exit      F5=Rates/Rules      F8=Prewrite      F10=CC Approval      F11=Check Approval									
F12=Previous									

**1. Special Instructions:** If Special Instructions exist for your Bill To Customer Number, they will be displayed

**2. Callback Type:** A "Callback" is a service offered to all customers. The rental branch personnel places calls to Body Shops and Service Departments to check the status of the customer's vehicle. Calls are then made to adjustors for extensions and to customers to pass along information (the car is ready, last day the insurance company will pay is XXX, etc.). This section requires the Callback Type to be marked with an "X". The Callback Type will help RALPH distinguish the callback list to which this ticket should be assigned.

**3. Calendar/24 Hour/ Specials:** You can decide here whether billing will be on a Calendar day or 24-hour basis. You can also go to the "Specials" screen by placing an X next to Special.

**4. Taxes and Additional Charges:** This section will display tax information, fuel charges, and additional charges that have been customized by Group/Branch. You can choose what charges apply by simply placing an X in front of the charge. You can also note if a drop charge applies.

**NOTE:** The function keys will be discussed in detail at the end of this exercise, page 2-14.

## Section 2 - Callback Type

Callback Type      B/S      Adj      Svc      Cust

Key an "X" to mark this ticket as both a B/S and Adj. Callback

## Section 3 - Calendar / 24 Hour / Specials

Calendar Day      24 Hour Day      Specials



to move cursor to next line and Key an "X" in the selection field for Calendar Day

## Section 4 - Taxes and Additional Charges

Sales Tax %	Fuel Charge	Per
Drop Charge	Drop Location	
GOVTSCHG	06%	
AP/ACC	06%	
LESERTAX	10%	
ADDLDRVR	2.00 per day	Additional Driver Indicated

F3=Exit      F5=Rates/Rules      F8=Prewrite      F10=CC Approval      F11=Check Approval  
F12=Previous

The Sales Tax/Surcharge and Fuel Charges will be preloaded by Ralph. The fields for Drop Charge and Drop Location will remain blank for this exercise. You may see a few other charges in this section. These charges are Group/Branch specific and have been customized by your Group Business Manager.

ENTER

to advance to Screen 4. If any errors exist, correct them as you did on the previous screen.

Screen 4 is broken down into six sections

1			
CAR TYPE REQUESTED		F5=Rates	
RATE QUOTED \$ .00			
2			
DATE OUT		Time (Start Chgs If Diff Date	
		Cust Ext Date	
Auth Until Date 000000			
ECAR # 3		License # Or Serial # Not on File	
RATE .00 /Hour .00/Day .00/Week .00/Month Disc			
MILEAGE /Mile After: /Day /Week /Month			
4 No Charge			
DW .00 /Day		\$136.34 Est Charges	
PAI .00 /Day			
SLP 5.99 /Day			
5 DEPOSITS Cash .00 Check .00 CC .00			
6 CALLBACK NOTE			
Update Code		Emp# Emp# if Different	
F3=Exit		F5=Rates/Rules F6=Units Avl F7=AAI F8=Prewrite	
F9=Unit Pend		F10=CC Approval F11=Ck Aprvl F12=Prev F16=Est Chgs	

**1. Car Type Requested/Rate Quoted:** This information will be pulled forward from the Branch or National Reservation. If a Car Type was not requested, or a rate was not quoted, NONE will be displayed in this field.

**2. Date Out/Current and Customer Ext:** Today's Date and Time will be supplied by Ralph. Current Ext Date appears if you placed an "X" in B/S, Adj or Service Callback. Customer Ext date appears if you placed an "X" in Customer Callback.

**3. ECAR #:** This section requires an ECAR Number and License or Serial Number to be keyed. You can key this from the key tag or by using F6=Units Available. If the unit information is not available, use F9=Unit Pending. The ticket will print, but you must complete this information, when available, using option 9 on the ECARS Main Menu, "Complete a Ticket".

**4. Rate:** This section requires information regarding the daily rate, along with the mileage limitations and charges. Estimated Charges, Damage Waiver, PAI and SLP daily rates are also included in this section. All rates are examples only. Please check with your Group for correct rates.

**5. Deposits:** This section requires information regarding the deposit to be taken at the time of the rental and how it was received.

**6. Callback Note:** Key a brief note in the Callback Note field, as necessary. This note pulls forward to the Rental Ticket for reference.

**NOTE:** The function keys will be discussed at the end of this exercise, page 2-14

## Section 1 - Car Type Requested/Rate Quoted

CAR TYPE REQ \_\_\_\_\_ None  
RATE QUOTED \_\_\_\_\_ None

This information would be pulled from the reservation if available

## Section 2 - Date Out

DATE OUT \_\_\_\_\_ Time \_\_\_\_\_ (Start Chgs If Diff Date \_\_\_\_\_ Time \_\_\_\_\_  
Curr Ext Date \_\_\_\_\_ Time \_\_\_\_\_  
Auth Until Date 000000

← to move cursor to the Current Ext date field. Key today's date. Follow this example June 10, 1997 should be keyed as 061097. October 02, 1997 should be keyed as 100297

← to move cursor to the next section

## Section 3 - ECAR #

ECAR # \_\_\_\_\_ License # \_\_\_\_\_ Or Serial # \_\_\_\_\_ Not on File \_\_\_\_\_

Press F6= Units Available. The following is a partial display of the Units Available Screen.

UNITS NOT RENTED - PPGM										Next Unit	P01844 CCRA16-A
										Next Branch	
Unit-#	License-#	BB	YR	Make	Modl	Sers	Color	Shp	Last-Location		
(X) P00174	P00174			94	PONT	BONN	SE4D	WHITE	PPGM		NEW STK
P00227	P00227			94	PONT	GPRI	LE4D	GRAY	PPGM		

Place an "X" in the selection field to the left of the unit to be rented **ENTER**. The unit information will be pulled forward to the rental ticket and Screen 4 will reappear

← to move cursor to the next section

## Section 4 - Rate

RATE \_\_\_\_\_ /Mile After: \_\_\_\_\_ /Day \_\_\_\_\_ /Week \_\_\_\_\_ /Month Disc# \_\_\_\_\_  
MILEAGE \_\_\_\_\_ /Mile After: \_\_\_\_\_ /Day \_\_\_\_\_ /Week \_\_\_\_\_ /Month  
No Charge  
DW .00 /Day  
PAI .00 /Day \$136.34 Est Charges  
SLP 5.99 /Day

1. Key 16.99 **FIELD EXIT** in the Daily rate field. ← ←

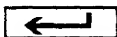
2. Key an "X" in the No Mileage Charge field.

3. Key 7 **FIELD EXIT** in the Damage Waiver Field. Key 1 **FIELD EXIT** in the PAI field. SLP amount will be preloaded. **FIELD EXIT** over it to remove the charge.

## Section 5 - Deposits

DEPOSITS Cash 100 Check .00 CC .00

Key 100 **FIELD EXIT** in the Cash field to designate a \$100 Cash deposit.



to move cursor to the next section.

## Section 6 - Callback Note

CALLBACK NOTE 1  
2 Update Code      Emp# 55555 Emp# if Different 00000

1. Key a brief note, as necessary.
2. Key your Update code and your 5-digit Employee Number.

**ENTER** to accept information keyed. Correct any errors, if necessary. The ECARS Training Menu will be displayed when ticket is accepted.

## Congratulations!

You have just completed your first rental ticket.  
In the "live" ECARS program, the completed rental ticket would print from the DR Ticket Printer.

## **FUNCTION KEYS FOR OPTION 1 - OPEN A TICKET**

Listed on the bottom portion of each screen are several Function (F) keys. Each one performs a function that may be used while opening a ticket.

<b><u>F2 = Cust List</u></b>	Displays a list of customer names and numbers that are to be used for sourcing and/or billing
<b><u>F3 = Exit</u></b>	Return to ECARS Main Menu.
<b><u>F4 = ID List</u></b>	Displays a list of ID numbers for individual adjustors, agents, etc for each customer number
<b><u>F5 = Rates/Rules</u></b>	Allows access to Rates/Rules in Special Instructions for that customer
<b><u>F6 = Units Avl</u></b>	Displays list of all units available for rent and in the shop.
<b><u>F7 = AAI</u></b>	Allows access to the Inquiry Programs
<b><u>F8 = Prewrite</u></b>	Allows a daily rental ticket to be written when only a portion of the ticket information is available.
<b><u>F9=Clr RntrID (Screen 1)</u></b>	Allows you to clear existing customer information from fields so you can key new information.
<b><u>F9 = Unit Pend (Screen 4)</u></b>	Allows a daily rental ticket to be written without keying the unit information.
<b><u>F10 = CC Approval</u></b>	Allows access to the credit card swipe window for deposits, authorizations, payments, etc
<b><u>F11 = CK Approval</u></b>	Allows access to the check authorization window.
<b><u>F12=Prev</u></b>	Allows access to the previous screen
<b><u>F13=Insurance</u></b>	Allows access to a screen to key Renter's insurance coverage information.
<b><u>F14=Credit Ck</u></b>	Allows access to a screen to key Renter's credit information.
<b><u>F16 = Est Chgs</u></b>	Displays an estimated calculation of charges when opening a ticket for accurate credit card authorization and charge procedures.
<b><u>F21=ID Rntr</u></b>	Allows you to to locate previous renter information without exiting the reservation.
<b><u>F23=More Keys</u></b>	Allows you to display function keys that are not shown when the screen is in the original display mode.



## EXERCISE 3      OPEN A TICKET - 24 HOUR

This exercise will guide you through Option 1 - Open a Ticket for a 24 hour clock. Be sure to follow the format exactly as stated in this workbook. This ticket will be used again later!

If the ECARS Training Menu is not still on the screen from the previous exercise, key AART01 on the Enter Request line **ENTER**. The ECARS Training Menu will appear.

ECARS - ENTERPRISE COMPUTER ASSISTED RENTAL SYSTEM		CCRTMU-A
① - Open A Ticket	11 - Reservations	<b>Training System</b>
2 - Correct A Ticket	12 - Callbacks	
3 - Switching Units/ Changing Rates	15 - Cash Management	
5 - Closing A Ticket		
{TICKET SERVICES}		
10 - Open Ticket X-Ref    Name _____ Or Ticket# 000000		
<hr/>		
1    Option# _____	D# 000000	Branch GM
<hr/>		
2    Name _____	3    Home Phone # (    )    -    Res# _____	
	DL# _____	ST/PROV _____
<hr/>		
Cmd1=Exit    Cmd8=Lease Cust		

- 1. Option Field:**      Key Option Number 01.
- 2. Name:**            Key the first 3 letters of your favorite celebrity's last name in this field.
- 3. Home Phone #:**    Do NOT key a Home Phone Number or Driver's License Number this time.

**ENTER**      to accept the information keyed and advance to the next screen.

Locate and "X" your favorite celebrity's reservation you previously created. This information will forward to the ticket.

**CMD 1**      Exit to Enter Request Prompt.

**CMD 8**      Lease Customer. Information about renting to Lease Customers.

Once again, information that was keyed into the reservation should have forwarded to the rental ticket. If not, key information as necessary

## Section 2 - Renter Information

1 RENTAL TYPE R (I/B/D/R/C/O) 2 Source Cust # 999999 ID       
 Name 3 (Last\*First\*)  
 Street 4  
 City 5 ST      Zip       
 Home Phone (      )      -      6  
 Office Phone (      )      -      Ext      Employer  
 Other Phone ( 000 ) 000 - 0000 7 Description       
 Local Addr 8

1. Key R - Retail for Rental Type.
2. Key 999999 as the Source Customer # **TAB RIGHT**. Key 999 as the ID
3. Key your favorite celebrity's name as the renter. Last Name\* First Name\* To key an asterisk, press and hold the **SHIFT** key while pressing the 8\* key.
4. **←** to move the cursor to the next line and key your address.
5. **←** to move the cursor to the next line and key the City. **TAB RIGHT** to move the cursor to the next field and key the State abbreviation. Key the Zip Code. **←**
6. Key Home and Work Phone Numbers. Don't forget to include the Area Code. If the extension is 4 digits or less in length, key the Extension. Key your Employer Name.
7. **←** to move cursor to next line and Key Other Phone Number (include area code) and Description, as needed.
8. **←** to move the cursor to the next line and key the Local Address of the renter if other than their home.
- ←** to move cursor to the next section, if necessary.

## Section 3 - Driver License

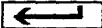
1 DL# 123456789 2 ST MO Expires 052594 3 DOB 032760 SSN#       
 4 Height 6 02 Weight 175 Eyes BROWN Hair BLONDE

1. Key the Driver License Number (no spaces are necessary).
2. **TAB RIGHT** and key the State abbreviation and Expiration Date.
3. Key the Date of Birth and the Social Security Number, if it has not already been preloaded.
4. Key Height, Weight, Eye Color and Hair Color.

**←** to move cursor to the next section, if necessary.

#### Section 4 - Additional Driver

ADDITIONAL DRIVER (Y/N)	<sup>1</sup> Y	Driver Name	TIM HILLMAN		Age	<sup>2</sup> 25
Addr	<sup>3</sup> 3	Lic#	<sup>4</sup> 4	St	Exp	

1. Key Y - Yes for an additional driver Key the name of a family member or friend
2. **TAB RIGHT** to move the cursor to the next field. Key the Age of the additional driver If you do not know the exact age, but know they meet the age requirement, key 25
3. Key Additional Driver Address
4. **TAB RIGHT** to move cursor to next field. Key Additional Driver License Information.  
 to move cursor to the next section, if necessary.

#### Section 5 - Out of State

OUT OF STATE (Y/N)	<u>Y</u>	ILLINOIS
--------------------	----------	----------

Key Y - Yes, and key the State(s) to which the renter plans to travel

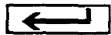
Press **ENTER** to accept the information keyed and advance to Screen 2 RALPH will scan the information you have keyed from top to bottom. If any errors exist, or if a field has been left blank, an ERROR MESSAGE will be displayed. This message will explain exactly what needs to be corrected and the cursor will be placed at that field. See the section on ERROR MESSAGES for more information.

Make any necessary corrections and press **ENTER** again. Repeat this procedure until Screen 2 appears.

**Section 2 - Company Bill To**

Source Cust# 999999 ID 999  
**COMPANY BILL TO** (Y/N) **N** Cust# \_\_\_\_\_ ID \_\_\_\_\_ Attn \_\_\_\_\_  
Complete If Name \_\_\_\_\_ (Company Name\*\*)  
Cust # 999999 Street \_\_\_\_\_  
City \_\_\_\_\_ ST \_\_\_\_\_ Zip \_\_\_\_\_  
Phone ( ) - Ext \_\_\_\_\_

Key N - No. There will be no company billing for this exercise



to move the cursor to the next section

**Section 3 - Claim/Pol/PO#**

**CLAIM/POL/PO#** \_\_\_\_\_ Max Amount \_\_\_\_\_  
(C/Claimant, I/Insured, T/Theft) \_\_\_\_\_ Insured \_\_\_\_\_  
Loss Date \_\_\_\_\_ Car Sale Referral \_\_\_\_\_  
**SHOP** Cust# \_\_\_\_\_ Name \_\_\_\_\_ Attn \_\_\_\_\_  
Car Yr \_\_\_\_\_ Make/Model \_\_\_\_\_ Phone ( 000 ) 000 - 0000

This section will remain blank for this exercise since there is not a direct bill set up

**ENTER** to advance to Screen 3 If any errors exist, correct them as you did on the previous screen.

## Section 2 - Callback Type

Callback Type \_ B/S \_ Adj \_ Svc \_ Cust \_

Key an "X" to mark this ticket as a Customer Callback.

## Section 3 - Calendar / 24 Hour / Specials

Calendar Day \_ 24 Hour Day \_ Specials \_

**TAB RIGHT**

to move cursor to next field an Key an "X" in the selection field for 24 hour.

## Section 4 - Taxes and Additional Charges

Sales Tax %	Fuel Charge	Per
Drop Charge	Drop Location	
- GOVTSCHG	06%	
- AP/ACC	06%	
- LESERTAX	10%	
- ADDLDRVR	2.00 per day	Additional Driver Indicated

F3=Exit F5=Rates/Rules F8=Prewrite F10=CC Approval F11=Check Approval  
F12=Previous

The Sales Tax/Surcharge and Fuel Charges will be preloaded by Ralph. The fields for Drop Charge and Drop Location will remain blank for this exercise. You may see a few other charges in this section. These charges are Group/Branch specific and have been customized by your Group Business Manager.

**ENTER** to advance to Screen 4. If any errors exist, correct them as you did on the previous screen.

### Section 1 - Car Type Requested/Rate Quoted

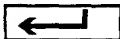
CAR TYPE REQ  
RATE QUOTED

None  
None

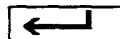
No information is available for this exercise

### Section 2 - Date Out

DATE OUT \_\_\_\_\_ Time \_\_\_\_\_ (Start Chgs if Diff Date \_\_\_\_\_ Time \_\_\_\_\_)  
Cust Ext Date \_\_\_\_\_ Time \_\_\_\_\_



to move cursor to the Cust Ext Date field. Key today's date. The other fields in this section will remain blank for this exercise.



to move cursor to the next section.

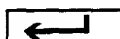
### Section 3 - ECAR #

ECAR # \_\_\_\_\_ License # \_\_\_\_\_ Or Serial # \_\_\_\_\_ Not On File \_\_\_\_\_

Press F6=Units Available. The following is a partial display of the Units Available Screen

UNITS NOT RENTED - PPGM							Next Unit	P01844 CCRA16-A
							Next Branch	
Unit-#	License-#	BB	Yr	Make	Modl	Sers	Color	Shp Last-Location
P00174	P00174		94	PONT	BONN	SE4D	WHITE	PPGM NEW STK
X P00227	P00227		94	PONT	GPRI	LE4D	GRAY	PPGM


Place an "X" in the selection field to the left of the unit to be rented. **ENTER**. The unit information will be pulled forward to the rental ticket and Screen 4 will reappear.



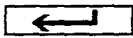
to move cursor to the next section.

## Section 4 - Rate

RATE	1	.00 /Hour	.00 /Day	.00 /Week	.00 / Month	Disc %
MILEAGE	2	/Mile After:	/Day	/Week	/ Month	
		No Charge				
	3	DW	.00 /Day			
		PAI	.00 /Day			
		SLP	.00 /Day			

1. Key 6 **FIELD EXIT** in the Hourly Rate field Key 24.95 **FIELD EXIT** in the Daily Rate field. The Weekly and Monthly Rate fields will remain blank for this exercise. The field for Discount will remain blank also 

2. Key 25 in the Mileage Charge field. Key 100 in the Per Day Mileage Allowance field. Weekly, Monthly and No Charge will remain blank.



to move cursor to Damage Waiver/Day Field.

3. Key 9 **FIELD EXIT** in the Damage Waiver field. Key 1 **FIELD EXIT** in the PAI field **FIELD EXIT** over the SLP amount to remove it.

## Section 5 - Deposits

The Deposit will be a \$200.00 Authorization by Credit Card Press F10=CC Approval The following Pop-Up Window will appear

SWIPE CARD NOW  
OR PRESS ENTER

Cmd1=Exit

Swipe a credit card (MC, AMX, VISA, DISC) This is the training system, no records will be produced, so you may use your own credit card. Once the card is swiped, the next screen will appear *but* if the credit card was NOT swiped, press **ENTER** for the next screen.

### CREDIT CARD APPROVAL

CC# \_\_\_\_\_ Exp Date 0000

CC holder \_\_\_\_\_

Trans Type \_ Amount \$ .00

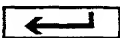
A-Auth X-Imprint Only

B-Sale

Auth# \_\_\_\_\_ (required for call-ins)

Cmd1=Exit Cmd12=Prev Help Enter=Cont

If the card was swiped, the CC #, Exp. Date and Card Holder Information will be displayed. If you pressed **ENTER**, key the information. Key "A" - authorization as the transaction type. Key \$200.00 as the amount **ENTER** to accept the information and return to the ticket. The information from the swipe window will forward to the ticket.



to move cursor to the next section.

## Section 6 - Callback Note

CALLBACK NOTE

1

Update Code \_\_\_\_\_

Emp# 00000

Emp# if Different 00000

2

1. Key a brief note, as necessary.
2. Key your Update Code and five-character Employee Number.

**ENTER** to accept information keyed. Correct any errors, if necessary. The ECARS Training Menu will be displayed when ticket is accepted.

**CONGRATULATIONS!** You have just completed your second rental ticket. In the "live" ECARS program, the completed rental ticket would print from the DR Ticket Printer.

**Two down, one to go!**



## **EXERCISE 4      SPECIALS**

Exercise 4 will guide you through opening a ticket with a Weekend/Holiday special rate. You will be the renter

Use Option 1 - Open a Ticket and complete Screens 1,2 and 3 In the section "Calendar/ 24 Hour/ Specials,"

"X" 24 hour and Specials **ENTER** . The following screen will appear.

WEEKEND SPECIAL RATES					
1	START SPECIAL	Date 051195	Time 0925 AM	OR	Date _____ Time _____
	END SPECIAL	Date _____	Time _____		
2	DAILY SPECIAL	Rate _____ / Day			
		Miles _____ / Day	OR		No Charge
	***** OR *****				
	PACKAGE SPECIAL	Rate _____ / Pkg			
		Miles _____ / Day	OR		No Charge
F3=Main Menu F5=Rates/Rules F7=AAI F12=Previous					

Two Options are available for Special Rates.

Option 1 - Daily Special.

Option 2 - Package Special (one price charged for a specific number of days and miles).

1. Key an X in the slot to the left of the current date and time. If you wanted to start the special at a date/ time other than the current date/time, you could key the appropriate date/time in the field provided. Key the date, and time that the special will end.

The Start and Stop Dates are very important, especially if the renter has the vehicle for any length of time before or after the Special Rates apply.

For this exercise, we will use a daily rate of \$19.95 per day/100 miles per day.

2. Key the Rate and Mileage information in the appropriate fields in the section for Daily Special.

**ENTER** Screen 4 for a 24 hour rental will appear.

F3=Main Menu.	Return to the ECARS Main Menu.
F5=Rates/Rules.	Allows access the Rates/Rules Screen.
F7=AAI.	Allows access to inquiry programs.
F12=Previous	Returns to the previous screen.

It is imperative that this screen be completed. The customer must be notified that if they have the vehicle BEFORE or AFTER the Special Rates apply, they will be charged the Regular Daily Rate for that vehicle. These rates will be printed on the rental contract along with the Special Rates

**NOTE:** Only one special rate is allowed per rental contract. If the customer has more than one applicable special, the contract must be closed and a new contract opened reflecting the new special

Complete Screen 4 - Unit, Rate and Damage Waiver/PAI information. Use \$8.00 as the hourly rate and \$32.95 as the Daily Rate with 100 free miles - overmileage at 25 cents per mile.

A deposit of \$100.00 will be taken by check for this rental. Press F11= CK Approval. The following Pop-Up Window will appear. Your Group may or may not use a Check Approval Service on a daily basis.

JBS      CHECK APPROVAL      D#

Checking Account # \_\_\_\_\_

Amount \$            .00

Auth# \_\_\_\_\_ {required for call-ins}

Cmcl=Exit      H-lp      Enter=Continue

The driver's license number, state and expiration date will be pulled forward from the rental contract. If the customer issuing the check is not the renter, key the new driver's license information.

Key the amount of the check **ENTER** . The window will return stating the check has been authorized, along with the authorization number. **ENTER** to return to the daily rental contract

Resume keying any information needed **ENTER** to complete the ticket.

### Congratulations!

You have now successfully opened a daily rental ticket for each of the rental ticket categories;  
24 hour, Calendar Day and Specials.

## EXERCISE 5 OPEN TICKET CROSS REFERENCE

Exercise 5 will show you how to look up an open Daily Rental Ticket by Name or Ticket # This option is very helpful for identifying Gpbr, Unit Number and License Number information

ECARS - ENTERPRISE COMPUTER ASSISTED RENTAL SYSTEM CCRTMU-A

1 - Open A Ticket  
2 - Correct A Ticket  
3 - Switching Units/  
Changing Rates  
5 - Closing A Ticket

11 - Reservations  
12 - Callbacks  
15 - Cash Management

TRAINING SYSTEM

(TICKET SERVICES)

⑩ - Open Ticket X-Ref

2.

A  
Name SMITH

B  
Or Ticket# 000000

1.Option#

D# 000000

Branch GM

Name

Home Phone # ( ) -

Res#

DL#

ST/PROV

Cmd1=Exit Cmd8=Lease Cust

1. Key Option # 10. **TAB LEFT** to position the cursor in the selection field to the right of the Option Number. See the box marked on the example.
2. The customer's last name is keyed in Field A. If the ticket number is known, but not the customer name, key the ticket number in Field B. For this exercise, key your last name in Field A **ENTER**. The following screen will appear.

NEXT CUSTOMER Key customer's name here to look up another ticket. CCRA14-

Customer Name	GPBR	Ticket	Unit #	License #
SMITH* ROBERT*	PPGM	999007	P00224	P00224

Cmd1=Return Cmd3=Main Menu Cmd7=AAI

The Open Ticket Cross Reference displays the customer's Name, Gpbr, DR ticket number, Unit # and License #.

You may look up another ticket from this screen. Key your favorite celebrity's last name in the section marked Next Customer and press **ENTER**. RALPH will locate that name and display the information.

Write down the numbers of all the tickets you created. Return to the Training Menu by pressing **CMD 1**.

ECARS - ENTERPRISE COMPUTER ASSISTED RENTAL SYSTEM

1 - Open A Ticket	11 - Reservations
2 - Correct A Ticket	
3 - Switching Units/ Changing Rates	12 - Callbacks
5 - Closing A Ticket	15 - Cash Management

(TICKET SERVICES)

⑩ - Open Ticket X-Ref

CCRTMU-A

TRAINING  
SYSTEM

2. A

B

Name SMITH

Or Ticket# 000000

1. Option#

D# 000000 Branch GM

Name

SSN#

Res#

DL#

ST/PROV

Cmd1=Exit Cmd8=Lease Cust

Look up the ticket by keying the daily rental ticket number

1. Key Option # 10
2. Key the daily rental ticket number in Field B. ENTER The following screen will appear

NEXT TICKET #            Key the next Ticket # here

Ticket	GPBR	Customer Name	License #	Unit #
999007	PPGM	SMITH* ROBERT*	P00224	P00224

Cmd1=Return Cmd3=Main Menu Cmd7=AAI

CCRA14-

The Ticket Number, Gpbr, Customer Name, License # and Unit # are displayed

To look up another ticket from this screen, key the ticket number in the section Next Ticket Number ENTER RALPH will locate and display the information.

- CMD 1=Return      Return to ECARS Training Menu. In the "live" ECARS System, CMD 1 recalls the Ticket Services Menu.
- CMD 3=Main Menu    Main Menu. In the Training System, CMD 3 returns the Training Menu. The "live" system will return to the Main ECARS Menu.
- CMD 7=AAI.        AAI. Access Inquiry programs.

## EXERCISE 6      CORRECT A TICKET

Option 2 - Correct a Ticket, allows you to correct/add/delete information on an open Daily Rental Ticket. This option is most commonly used to add claim information, shop information, additional drivers, etc. This option is NOT used to switch units or change rates.

ECARS - ENTERPRISE COMPUTER ASSISTED RENTAL SYSTEM

CCRTMU-A

1 - Open A Ticket

② - Correct A Ticket

3 - Switching Units/  
Changing Rates

5 - Closing A Ticket

11 - Reservations

12 - Callbacks

15 - Cash Management

TRAINING  
SYSTEM

(TICKET SERVICES)

10 - Open Ticket X-Ref      Name SMITH\_\_\_\_\_ Or Ticket# 000000

Option# \_\_\_\_\_

      D# 999007      Branch GM

Name \_\_\_\_\_

Home Phone # ( \_\_\_\_\_ ) \_\_\_\_\_

Res# \_\_\_\_\_

DL# \_\_\_\_\_

ST/PROV \_\_\_\_\_

Cmd1=Exit

Cmd8=Lease Cust

1. Key Option # 02.

2. Key the Daily Rental Ticket Number (use the lowest ticket number from Exercise 5 - Open Ticket Cross Reference).

ENTER to accept the information and advance to the Correct a Ticket screen.

Page 6 - 1

Screen 1 is very similar to that of Option 1 - Open a Ticket.

### Screen 1

**RENTER INFORMATION** Rental Type B (I/B/D/R/C/O) Source Cust# 999999 ID 999  
Name SMITH\* ROBERT\* (Last\*First\*)  
Street 123 MAIN STREET  
City ANYTOWN ST MO Zip 63141  
Home Phone ( 000 ) 000 - 0000 Office Phone ( 555 ) 555 - 5555 Ext 5555  
Other Phone ( 000 ) 000 - 0000 Local Address  
  
Driver License 123456789 State MO Expires 052596  
DOB 091925 Height 6 02 Weight 175 Eyes BROWN Hair BLONDE  
SSN # 555 55 5555 Employer  
Additional Driver (Y/N) Y Driver Name JOHN JONES  
Driver Address Age 32  
Driver License State Expires 000000  
  
Out Of State (Y/N) N  
  
Company Bill-To (Y/N) N Cust# ID Attn  
Complete If Name (COMPANY NAME\*\*)  
Cust# 999999: Street  
City ST Zip  
Phone ( 000 ) 000 - 0000 Ext 0000

F2=Cust List F3=Exit F4=ID List F7=AAI

Screen 1 includes the sections:

Renter Information  
Additional Driver  
Company Bill To

Driver License  
Out of State

Any information on this screen may be changed by keying directly over what is displayed. Information may also be added or deleted if necessary. **ENTER** to accept changes/additions/deletions and advance to Screen 2.

- F2** Customer List.
- F3** Exit to Main Menu.
- F4** ID List.
- F7** AAI. Access Inquiry programs.

## Screen 2

Current Rate Effective On 06/13/97

Bill-To

Attn

Claim/POL/PO#

Loss Date 000000

(C/Claimant, I/Insured, T/Theft)

Insured

SHOP:

Cust#

Name

Attn

Car Year 93

Make/Model BUICK/REATTACNV

Phone# ( 000 ) 000 - 0000

Surcharge % 5.850 Fuel Charge 5.00 Per RENTAL

Drop Charge 5.00 Drop Location

Airport Access - 1.000 %

SLP - 2.00 /DAY ADD DRIV - 1.00 /DAY

Emp#

F2=Cust List F3=Exit F7=AAI F12=Previous

Screen 2 includes the sections:

•Current Rate Effective Date

•Claim/Policy/PO#

•Additional Charges

•Employee Number

Any information may be changed by keying directly over what is displayed. Information may also be added or deleted if necessary.

Add a \$5.00 drop charge and key the Gpbr Number of another branch in your Group as the drop location.

Key your 5-digit Employee Number.

**ENTER** to accept information.

**F2** Customer List.

**F3** Exit to Main Menu.

**F7** AAI. Access Inquiry programs.

**F12** Previous Screen.

## EXERCISE 7      SWITCHING UNITS/CHANGING RATES

This exercise will show you how to switch units and/or change rates on an open Daily Rental Contract  
Use the ticket # from Exercise 3 - Open a Ticket, 24 Hour.

On the ECARS Training Menu Screen:

1. Key Option # 3.
2. Key the DR Ticket Number.

**ENTER** The following screen will appear.

1		D# 999011		Renter SMITH* ROBERT*		RA03A	
<b>SWITCHING UNITS</b>							
UNIT 1	DC0232	DATE/TIME OUT	022296	0835 AM	START MILES	45000	
		DATE/TIME IN	022296	0530 PM	END MILES	45101	
Old unit returned here ____ or to ____							
New unit		License #		OR Serial #		Not on file	
New unit date out		Time out					
2							
<b>CHANGING RATE-1</b> Original: 2/22/94 8:35 AM Current: 2/24/96 1:31 PM							
New rate effective date				Time			
Calendar day 24 Hour Day X				Special Discount 00%			
Rate 6.00 /Hour 24.95 /Day .00 /Week .00 /Month							
Mileage @ 25 /Mile after 100 /Day 0 /Week 0 /Month X No Charge							
Damage waiver/Day 9.00 PAI/Day 1.00							
Cmd1=Return Cmd4=Units Avail Cmd5=Spec Cmd6=Rate Cmd7=AAI Cmd10=Prev Miles							

The screen is divided into 2 major sections.

1. **Switching Units:** The portion of the screen above the current date and time is used to switch units.
2. **Changing Rates:** The lower portion of the screen, below current date and time, is used to change rates.

Either one or both options may be used.

**NOTE:** The command (function) keys will be discussed at the end of this exercise, page 7-4.



# **SWITCHING UNITS**

D# 999011		Renter SMITH* ROBERT*		1 Emp # _____		RA03A	
<b>SWITCHING UNITS 2</b>							
UNIT 1	DC0232	DATE/TIME OUT	022294	0835 AM	START MILES	45000	
		DATE/TIME IN	022294	0530 PM	END MILES	45101	
<p>3</p> <p>Old unit returned here _____ or to _____</p> <p>New unit _____ License # _____ OR Serial # _____ Not on file _____</p> <p>4 New unit date out _____ Time out _____</p>							

1. Key your five-character Employee Number
2. Key the returning unit's START and END miles.
3. Key an "X" to indicate the unit is returning to the renting branch (OR key the Gpbr #, etc if unit is returning to another location). Key the new Unit, License Number, and Serial Number (if known)  
CMD 4 = Units Available may be used (see page 3-5)
4. Key the Date and Time the unit switch becomes effective If the original date and time are keyed, the Unit History for the first unit will be deleted, and unit two will be the first unit on file for this daily rental ticket

## CHANGING RATES

CHANGING RATE-1    Original: 6/01/94    8:35 AM    Current: 6/02/94    1:31 PM			
1			
New rate effective date _____		Time _____	
Calendar day    24 Hour Day X	Special _____	Discount    00%	
2			
Rate    6.00 /hour	24.95/day	.00/week	.00/month
Mileage @25 ¢/mile after	100/day	0/week	0/month    N/C
3			
Damage Waiver /day	9.00	PAI/day	1.00
Cmd1=Return    Cmd4=Units Avail    Cmd5=Spec    Cmd6=Rate    Cmd7=AAI    Cmd10=Prev Miles			

1. Key the Date and Time the rate change becomes effective. Calendar Day, 24 hour and Special may be changed by keying X, if necessary. A Special Rate may be added/deleted, e.g., daily rate or package rate. Do not update that information for this exercise.
2. Change the Daily Rate to \$32.99 per day, mileage will stay the same.
3. Damage Waiver and PAI may be added/deleted/changed.

**ENTER** to accept information

***Congratulations!***

**You have finished learning Exercise 7 - Switching Units/Changing Rates. Do NOT press **ENTER**. Turn to the next page and review the "Command" keys applicable to this section.**

### COMMAND KEYS FOR OPTION 3 - SWITCHING UNITS/CHANGING RATES

Listed on the bottom portion of each screen are several Command (CMD) keys. Each one performs a function that may be used while switching units or changing rates.

#### Cmd1=Return

Allows you to exit and return to the ECARS Training Menu Screen.

#### Cmd4=Units Avail

Displays a list of Branch Units available to rent.  
See example window below.

UNITS NOT RENTED - PDAC									
		Next Unit				Next Branch			
Unit-#	License-#	BB	Yr	Make	Modl	Sers	Color	Shp	Last-Location
DC0075	DC0010		94	GEO	METR	2DRH	RED		8899
DC0006	DC0006		94	NISN	SENT	XE2D	GRAY		Service
**									
Cmd1=Return Cmd3=Main Menu Cmd7=AAI BB=Buyback No Units Available									

To view other Branch "Units Not On Rent" just key the desired branch number in the upper right hand corner and **ENTER**. Available units will display.

#### Cmd5=Spec

Allows you to create special rental rates. e.g.: Weekend Specials, Promotions, etc. See example window below

CHANGING RATE-1		Original:	6/01/94	8:35 AM	Current:	6/02/94	11:29 AM
Special Rental Rate Applies From		Start Date	Time				
		To	Stop Date	Time			
OPTION 1							
Rate		.00 /Day					
Mileage @		0	/Mile After	0	/Day	No Charge	
* * * OR * * *							
OPTION 2							
Package Rate		.00	Includes		0 Miles Excess @	0	/Mile OR No Charge
NOTE: SPECIALS CAN ONLY BE ADDED IN THE FIRST RATE SEGMENT							
Cmd1=Return		Cmd7=AAI		Cmd12=Previous Screen			

Key the Start Date and Time the special rate is to begin. Choose Option 1 or Option 2, as needed.

**Option 1** requires new Rate (per Day and per Mile). Key X in No Charge field, if mileage is waived.

-OR-

**Option 2** requires Package and Mileage Rate specifications. Again, key X in No Charge field, if mileage is waived.

Cmd6=Rate

Displays current rental Rate History on top portion of screen, followed by previous rate history information. Date and Time charges started, Rate/per Day, Mileage (unlimited or charged), Damage Waiver or PAI purchased

RATE HISTORY		Ticket # D026921		PPGM		CCRH1R-D	
C	Start Charges	02/20/94	10:00 AM				
U	Current rate	6.00/Hour	32.99 /Day				
R	Free Miles		100 /Day				
R	Damage Waiver	9.00 PAI	1.00 Excess Miles At 25 MI				¢
-----							
	Start Charges	02/22/94	08:30 AM				
	Rate	6.00/Hour	24.95 /Day				
	Free Miles	100/Day					
	Damage Waiver	9.00 PAI	1.00 Excess Miles At 25 MI				¢
-----							
Cmd1=Return Enter=Previous Screen							

Cmd7=AAI

Allows access to the Inquiry Programs.

Cmd10=Prev Miles

Allows you to change previously keyed mileage.

## EXERCISE 8      CALLBACKS

Exercise 8 will guide you through Option 12 - Callbacks - to view or update Open Rental Tickets and Reservations for your Branch or for another Branch on your machine. Also, the callback history will remain with the ticket after it has been closed. This is helpful if you have an adjustor or customer who has a question about a closed rental ticket.

ECARS - ENTERPRISE COMPUTER ASSISTED RENTAL SYSTEM		CCRTMU-A
1 - Open A Ticket	11 - Reservations	<b>TRAINING SYSTEM</b>
2 - Correct A Ticket	(12) - Callbacks	
3 - Switching Units/ Changing Rates	15 - Cash Management	
5 - Closing A Ticket		
(TICKET SERVICES)		
10 - Open Ticket X-Ref   Name _____ Or Ticket# 000000		
Option# _____ D# 000000   Branch AC		
Name _____ Home Phone # ( _____ ) _____ - _____ Res# _____		
DL# _____ ST/PROV _____		
Cmd1=Exit Cmd8=Lease Cust		

On the ECARS Training Menu, key #12 on the line following Option #. **ENTER** . The Callback Menu Screen will appear. (See example screen on following page).

**NOTE:** It is very important that you pay attention to detail while keying or updating all callback information. It will eliminate problems if you are careful at the start.

Turn to the next page and learn all about the Callback System.  
Good Luck!



Now, let's take a closer look at Section 1 - Review Tickets Needing Extensions. To start, key X to select Body Shop calls on the Reservation Menu Screen **ENTER** to prompt the associated screen, shown below.

### Section 1 - Body Shop

BODY SHOP CALLS				5 Print (Y or N) <b>N</b> CCCB05-1	
1 NEXT SHOP		3 SHOP#	4	5 # OF CALLS	
- AAA AUTO BODY		AA2134		007	
- ABC BODY SHOP		999999	999-999-9999	003	
- ALFRED'S AUTO BODY		123456	888-888-8888	003	
- ALLEN'S AUTO BODY			777-777-7777	002	
- BILL'S REPAIR PLACE			889-898-9898	001	
- DODGE WORLD			666-666-6666	002	
- ELCO CHEVROLET			333-333-3333	006	
+ + +				+	
Cmd1=Exit Cmd7=AAI Roll=Forward/Back					

The Body Shop Screen lists all body shops alphabetically, including phone numbers and the number of calls to be made to that shop.


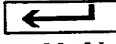
1. Next Shop (optional) - Key the Shop Name you chose when you opened the Calendar Day ticket. Press **ENTER**. The next list will appear - *OR* -
2. Shop Name - Key X by the Shop Name you had entered **←** to move cursor down the list of names, as needed. Press **ENTER**. The Body Shop Selection Screen will appear, listing customers who are having their cars repaired at that particular shop. See example screen on the following page.
3. Shop Number - Displays shop Customer Number.
4. Shop Phone Number.
5. Number of Calls - Displays number of calls to be made to Shop.
6. **←** to move cursor to top right of screen. To Print a copy of the Body Shop Callback Screen, key Y=Yes over default N=No.

**Reminder!** Use your roll-up and roll-down keys to scroll backward or forward through Shop listings.

## Section 1 - Body Shop Selection Screen

BODY SHOP CALLS				11	CB07-1 PRINT (Y OR N) <b>(N)</b>			
1 BODYSHOP** 987-654-3210		3 9999999	CALLBACK CURRENT STATUS					
		4 YEAR/MAKE/MODEL	5 TICKET#	6 GR/BR	7 EXT DATE	8 B/S	9 ADJ	
2 - ABLE* ALICE*		94 FORD TAURUS	* D027415	0101	06/15/94	DO	DO	
		Notes 10						
- DAVIS* TOM*		95 FORD MUSTANG	* D027419	0101	06/17/94	DO	DO	
		Notes						
- JONES* SUE*		90 CHEVY LUMINA	* D027420	0101	06/20/94	DO	DO	
		Notes						

\* INDICATES TICKET WITH EXTENSION DATE GREATER THAN 2 DAYS OLD  
 Cmd1=Exit Cmd7=AAI Cmd12=Previous ROLL=Forward/Back


1. Displays Body Shop Name/Phone Number and 6-digit Customer Number
  2. Customer Name - Key X by your name  to move cursor down the list of names, as needed  
Press **ENTER** The selected Body Shop Detail Screen will appear See example screen on the following page
  3. Displays Customer Number
  4. Displays Year/Make/Model of customer vehicle
  5. Displays Rental Ticket Number An extension flag (\*) indicates ticket has an extension date that is more than 2 days old. Definitely make all extension flags a priority!
  6. Displays Group and Branch Numbers.
  7. Current Ext. Date - Displays current extension of specific rental ticket
  8. Callback Status Body Shop - Displays shop callback status - **LM** (Left Message), **DO** (Make Call), **OK** (Call Made).
  9. Callback Status Adjustor - Displays adjustor callback status - **LM** (Left Message), **DO** (Make Call), **OK** (Call Made).
  10. Notes - Key Body Shop notes. Notes will forward to Body Shop Detail Screen.
- NOTE:** You must still go into each detail screen and update the callback status (LM/DO/OK) for each customer, even after keying notes.
11.  to move cursor to top right of screen. To Print a copy of the Body Shop Selection Screen, key Y=Yes, over default N=No.

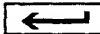


## Section 1 - Body Shop Detail Screen


BODY SHOP CALLBACK DETAIL - D100096		CB50-1
DATE OUT 06/10/97 8:19AM	1 CURR EXT 06/15/97 CUST EXT 06/15/97	
CUSTOMER DAVIS* TOM*	HOME PHONE# 333-333-3333	
RATE 15.00 /DAY	OFFICE PHONE# 333-343-3434 EXT 2323	
	OTHER PHONE# 333-343-3435	
BILL-TO Y BILL-TO CUST# 999999	2 SHOP# 9999999 FRANK'S AUTO BODY	
BILL-TO NAME LENKMAN* JANE*	PHONE# 314-456-9870	
PHONE# 212-212-2121 EXT7896	ATTN Bob Brown	
ID/ATTENTION 999 JANE LENKMAN	YEAR 94 MAKE/MODL ACURA INTEGRA	
CLAIM/POL/PO#	LOSS DATE 000000	
MAX AMOUNT 25.00	INSURED	
NEW INFO EMP#	3	
06/10/94 11:41 AM RENTAL EXTENDED UNTIL 06/13/94 BY TS 74024		
06/13/94 9:00 AM PROBLEM GETTING PAINT TO DRY 75026		
STATUS LM X DO OK 4	5 CALLBACK TYPE X B/S X ADJ SVC CUST	
EXTENSION DATE BY 6		
LAST DAY BY 7		
F2=Cust List F3=Exit F4=ID List F5=Open Ticket F6=Chgs To Date		
F7=AAI F8=Update Tkt F9=Callback Notes F10=Receipt Depos Roll=Fwd/Back		
F12=Previous F13=Insurance F14=Credit Check F15=Reservation		

Any background information you need to know about the renter is available on this detail screen.

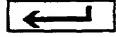
1. Customer Information - Displays Ticket Number, Rental Date and Time Out, Current approved Extension Date, Renter's Name, Renter's home/office/other Phone, plus Rate the renter is being charged
2. Bill-to Information - Displays the Bill-to Customer Number, Company Name, Phone Number and Extension, ID Number, Attention Name, Claim/Policy/P.O. Number, and Max Amount Bill-to Customer Number will pay. Also, Repair Shop's Customer Number and Name, Phone Number, Contact Person's Name at the Shop, Year/Make/Model of renter's vehicle, Loss Date, and Insured's Name is listed  to move cursor through the fields. To change ticket information, press F8=Update Tkt, then key new information over the existing information.
3. New Information - Displays all callback information to date. This is the *most important* and utilized part of the Callback System. RALPH automatically displays a record of all previous callback messages, date and time call was made, and employee number of the person who made the call. This record remains in the callback history of the closed ticket, for future reference. Use roll-up and roll-down keys to scroll backward and forward through the previous records, as needed.

**NOTE:** To enter *new* information received from a current call,  to move cursor, key your employee number in the "EMP#" field highlighted above. Key new information, "Body Shop said it will take 3 more days."


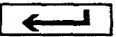

Screen description continued on the following page.


4. Callback Status - Displays three choices from which you must select **one**  to move cursor, key X for either **LM** - Left Message, **DO** - Make Call (if you have to make the call again), or **OK** - Call Made *and* Updated

**NOTE:** **OK** - allows RALPH to temporarily take the ticket off a specific callback list. RALPH automatically updates **OK** to **DO** overnight for those tickets that need a phone call the next day. See how effective and efficient the Callback System is!

5. Callback Type - Displays the type of calls to be made for rental ticket.  to move cursor, key X to select **BS** = Body Shop, **ADJ** = Adjustor, **SVC** = Service, and **CUST** = Customer.

**NOTE:** At the origination of an Open Rental Ticket, a callback type or multiple types must be selected. Afterwards, the only update needed is if the callback type changes. For example, "A Body Shop says that the renter's car is finished, but the ticket still needs a final extension date approved." In this case, remove the B/S "X" from the Callback Type, but leave the ADJ "X" because the adjustor call still needs to be made for the extension approval. You will NOT need to change the Callback Type after every update; many will remain as originally selected on the Open Rental Ticket.

6. Extension Date - Do NOT key an Extension Date for this ticket. This date lets RALPH know when to retrieve the ticket from the callback list. If a wrong date is keyed, RALPH can NOT distinguish what the appropriate day should have been.  to key initials of the person who approved the new extension date. e.g.: TS = Tony Smith, Adjustor.
7. Last Day -  to move cursor. Do NOT key a Last Day. This field is used to key the last day the ticket has been authorized for payment. This is extremely important to assure proper billing. The renter must be notified if a rental has a "Last Day" assigned date, to avoid any future problems.  to key initials of the person who approved the "Last Day" billing date. e.g.: TS=Tony Smith, Adjustor.

Press  to accept information. Next you will want to call the Adjustor.

**NOTE:** The function keys will be discussed in detail at the end of this exercise.

**This completes the review for Section 1 - Body Shop!**

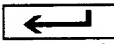
**Turn to the next page and continue the Callback Exercise for Section 1 - Adjustor. Take your time and go through each screen carefully. You'll be surprised at how much you have already learned by going through the previous Body Shop review.**

## Section 1 - Adjustor

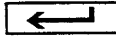
On the Callback Menu, key X next to Adjustor for Tickets needing extensions **ENTER**

ADJUSTOR CALLS				6 Print (Y or N) <b>ENTER</b> <b>N</b>	
1 NEXT INSURANCE CO. _____					
2 (Bill to Name)	3 CUST#	4 (Phone Number)	5 # OF CALLS		
AMX* TESTING CUSTOMER*	AMXTEST	222-222-2222	002		
FIREMAN'S INSURANCE GROUP**	FIR0001	212-212-2121	003		
HANNOVER INSURANCE GROUP**	HAN0101	111-111-1111	001		
+ + + + +					
Cmd1=Exit Cmd7=AAI ROLL=Forward/Back				Cmd24=Jump	

The Adjustor Screen lists all insurance companies alphabetically, including customer numbers, phone numbers and number of calls to be made to that office

1. Next Insurance Co (optional) - Key your name. The name keyed appears at top of list. Press **ENTER** The next list will appear. -OR-
2. Bill to Name - Key X by the Insurance Company Name you will need to call  to move cursor down the list of names, as needed. Press **ENTER** The Insurance Company Selection Screen will appear listing customers who need authorizations or extensions on rentals from that particular company

**NOTE:** To view the Adjustor Selection Screen, key X by your name and **ENTER** See example screen on following page

3. Customer Number - Displays insurance company "Bill-to Customer Number."
4. Phone Number - Displays adjustor phone number.
5. Number of Calls - Displays number of calls to be made to Adjustor(s)
6.  to move cursor to top right of screen. To Print a copy of the Adjustor Callback Screen, key Y=Yes, over default N=No.

**Reminder!** Use your roll-up and roll-down keys to scroll backward or forward through the Insurance Company listings.

## Section 1 - Adjustor Selection Screen

ADJUSTOR CALLS				CB12-1	
NEXT ADJUSTOR		1		9 PRINT (Y OR N) <input type="radio"/> N	
FIREMAN'S INSURANCE GROUP**		CLAIM#	GPBR	EXT DATE	AUTH BY STATUS
212-212-2121 2		4	5	6	7 8
004 SMITH* TONY*		CLAIM 123456 1234567489	PPGM	* 000000	DO
GREGORY* CHARLIE*					
3					
008 STOOOTH* BOB*		CLAIM 123456 1234567489	PPGM	* 000000	DO DO
KNIGHT* JEFF*					
MURPHY* SHARON*					
* INDICATES TICKET WITH EXTENSION DATE GREATER THAN 2 DAYS OLD					
Cmd1=Exit Cmd7=AAI Cmd12=Previous ROLL=Forward/Back					

The Adjustor Selection Screen alphabetically lists all adjustors assigned to the Insurance Company (previously selected) with customers in rental cars.

**NOTE:** The Adjustor Names are listed in alphabetical order and then grouped by their ID number originally keyed on the Open Rental Ticket. That is why it is important to type the correct ID number every time you open a *new* ticket.

- Next Adjustor (optional) - Key next Adjustor Name at which the Callback list should begin (this should be your name) Press **ENTER** The next list will appear **-OR-**
- Adjustor Name/Phone - Displays the selected Insurance Company Name and Phone Number
- Customer Name - Key X by your name. **←** to move cursor down the list of names, as needed. Press **ENTER** . The selected Adjustor Detail Screen will appear See example screen on the following page.
- Claim Number - Displays the Insurance Claim Number
- GPBR - Displays the Group/Branch that opened the Rental Ticket.
- Extension Date - Allows you to key a new Extension Date.
- Authorized By - Key (4-letter maximum) initials of person authorizing new Extension Date. **ENTER**

**NOTE:** If you key an X in front of the customer's name and then key an extension date and initials, the Adjustor Callback Detail Screen will appear. You would then need to key an employee # and change the Callback Status. If you do NOT key an X, the Callback Status remains the same.

- Status - Shop & Adjustor - Displays current Shop & Adjustor callback status. To change a status (LM/DO/OK), you must access the detail screen (see page 8-9), remove the "X" next to the current callback status and then "X" the *new* one.
- ←** to move cursor to top right of screen. To Print a copy of the Adjustor Callback Screen, key Y=Yes, over default N=No.

# Section 1 - Adjustor Detail Screen

ADJUSTOR CALLBACK DETAIL - D100096		CB50-1
DATE OUT 06/17/94 8:19AM	CURR EXT 06/18/94	
CUSTOMER MURPHY* SHARON*	HOME PHONE# 333-333-3333	
RATE 15.00 /DAY	OFFICE PHONE# 333-343-3434 EXT 2323	
	OTHER PHONE# 222-222-2222	
BILL-TO Y BILL-TO CUST# FIR0001	SHOP# ALLEN'S AUTO BODY	
BILL-TO NAME FIREMAN'S INSURANCE GROUP	PHONE# 777-777-7777	
PHONE# 212-212-2121 EXT 8896	ATTN BOB BROWN	
ID/ATTENTION 001 SPOOL* LYNN	YEAR MAKE/MODL	
CLAIM/POL/PO# CLAIM 35	LOSS DATE 000000	
MAX AMOUNT	INSURED	
NEW INFO EMP# <span style="border: 1px solid black; border-radius: 50%; padding: 2px;">      </span>		
06/17/94 11:41 AM RENTAL EXTENDED UNTIL 06/13/94 BY L5		74024
06/18/94 9:00 AM PROBLEM GETTING PART IN		75026
STATUS _ LM _ DO <input checked="" type="checkbox"/> OK CALLBACK TYPE <input checked="" type="checkbox"/> B/S <input checked="" type="checkbox"/> ADJ _ SVC _ CUST		
EXTENSION DATE _____ BY _____		
LAST DAY _____ BY _____		
F2=Cust List F3=Exit F4=ID List F5=Open Ticket F6=Chgs To Date F7=AAI F8=Update Tkt F9=Callback Notes F10=Receipt Depos Roll=Fwd/Back F12=Previous F13=Insurance F14=Credit Check F15=Reservation		

The Adjustor Detail Screen is very similar to the Body Shop Detail Screen. Take a few moments to familiarize yourself with the above screen. From this screen you may change ticket information, call-back status, and extension date. Be sure to refer to the Body Shop Detail Screen, page 8-5, for field descriptions.

**NOTE:** To enter *new* information received from a current call, ← to move cursor, key your employee number in the "EMP#" field highlighted above. Next, key all pertinent information in the message space provided, using the same abbreviations that were used in previous messages. Change the Status of the call from "DO" to "OK." Key 3 days from today as the Extension Date.

**This completes the review for Section 1 - Adjustor!**  
**Turn to the next page and continue the Callback Exercise for Section 1 - Customer.**

## Section 1 - Customer Selection Screen

CUSTOMER CALLS					CB15-1		
NEXT CUSTOMER 1					9 PRINT (Y or N) <input checked="" type="radio"/> Y <input type="radio"/> N		
2	3	4	5	6	7	8	
NAME	TICKET#	CURRENT EXT DATE	LEFT MESSAGE	DIRECT BILL	EST AMT DUE	PAYMENT TYPE	
BENNY* BOB*	D026356	6/14/94				CHECK	
CRAMER* LOUISE*	D026357	7/02/94				CHECK	
DANIELS* KURT*	D025116	6/23/94	X		2,481.18		
JACKSON* JEFF*	D025408	6/19/94			987.16		
MURPHEY* BRAD*	D026003	6/21/94		X			
RAYMOND* KEITH*	D026010	6/30/94			3,49.90	DISC	
SMITH* SUE*	D025000	6/29/94			2,958.05	CHECK	
WHITE* KEN*	D026009	6/25/94		X	697.98	MC	
*							
*							
*						+	

\* INDICATES TICKET WITH EXTENSION DATE GREATER THAN 2 DAYS OLD  
 CMD1=Exit CMD7=AAI ROLL=Forward/Back CMD24=Jump

The Customer Callback option lists the renters alphabetically, corresponding ticket number, current extension date, message status, direct bill status, estimated dollar amount due, and payment type.

1. Next Customer (optional) - Key your favorite celebrity's name. Press  The next list will appear -OR-
2. Customer Name - Key X by your favorite celebrity's name to be displayed  to move cursor down the list of names, as needed. Press  The selected Customer Detail Screen will appear. See example screen on the following page
3. Displays Rental Ticket Number. An extension flag (\*) indicates ticket has an extension date that is more than 2 days old. Make sure all extension flag calls are made the day they appear!
4. Current Ext. Date - Displays current extension date of specific rental ticket
5. Left Message - Displays an "X" if a message was left for the customer.
6. Direct Bill - Displays an "X" if the rental is being billed to a third party.
7. Estimated Amount Due - Displays current dollar amount owed on the rental. **NOTE:** This does NOT subtract out amounts owed by third parties, but it DOES subtract out deposits.
8. Payment Type - Displays type of payment used for the rental. e.g.: Cash, Check, MC, VISA, DISC.
9.  to move cursor to top right of screen. To print a copy of the Customer Selection Screen, key Y=Yes, over default N=No.

**Reminder!** Use roll-up and roll-down keys to scroll backward or forward through Customer listings.

## Section 1 - Customer Cash/Check

The Customer option can also provide a list of customers who are paying by cash/check ONLY. To view this list from the customer calls, on the Callback Menu Screen, key X in both the "Customer" field and "Cash/Check Only" field. **ENTER** **←** to move cursor down the list of customer names, as needed. Key X to select the customer name to be displayed, press **ENTER** the Customer Detail Screen will appear.

## Section 1 - Customer Detail Screen

CUSTOMER CALLBACK DETAIL - D025116		CB50-1
DATE OUT 06/21/94 CUSTOMER DANIELS* KURT* RATE 32.99 /DAY		CURR EXT 06/20/94 HOME PHONE# 999-888-4444 OFFICE PHONE# 999-777-9797 EXT 2222 OTHER PHONE# 222-222-2222
BILL-TO Y BILL-TO NAME PHONE# ID/ATTENTION CLAIM/POL/PO# MAX AMOUNT	EXT	SHOP# PHONE# ATTN YEAR MAKE/MODL LOSS DATE 000000 INSURED
NEW INFO EMP# <u>          </u>		
06/22/97 2:42 PM CUSTOMER EXTENSION DATE UNTIL 06/23/97 75757		
STATUS LM DO X OK EXTENSION DATE 06/23/97		CALLBACK TYPE B/S ADJ SVC X CUST
F2=Cust List F3=Exit F4=ID List F5=Open Ticket F6=Chgs To Date F7=AAI F8=Update Tkt F9=Callback Notes F10=Receipt Depos Roll=Fwd/Back F12=Previous F13=Insurance F14=Credit Check F15=Reservation		

Any background information you need to know about the renter is available on this detail screen.

The Customer Detail Screen is very similar to the Body Shop Detail Screen. Again, take a few moments to familiarize yourself with the above screen. From this screen you may change ticket "bill-to" information, callback status, and customer extension date. To refresh your memory, refer to the Body Shop Detail Screen, page 8-5, for similar field descriptions.

**NOTE:** To enter new information received from a current call, **←** to move cursor, key your employee number in the "EMP#" field highlighted above. Next, key all pertinent information in the message space provided, using the same abbreviations that were used in previous messages. Change the Status of the call from "DO" to "OK." Key a new Customer Extension Date of 3 days from today and take any required deposits.

**This completes the review for Section 1 - Customer!**  
**Turn to the next page and continue the Callback Exercise for Section 1 - Service.**

## Section 1 - Service

SERVICE CALLS				Print (Y or N) <u>N</u> CCCB20-1
1	Next Shop			
2	Shop Name	3 Shop #	4	5 # Of Calls
	BUD'S AMOCO	G12069	314-555-7777	1
	CHAMPION AUTO	G23457	314-555-6666	1
	FEINMAN'S HONDA	129498	314-555-6666	1
	<input checked="" type="checkbox"/> MONARCH CHEVROLET		314-555-6666	1
	PETER ROSS PONTIAC		314-555-6666	1
	ROGERS & SON BMW		314-555-6666	2
	SERAME MERCURY		314-555-7777	1
	THURMAN FIRESTONE		314-555-6666	1
	WILLIAMS OLDSMOBILE		314-555-6666	1
				+
Cmd1=Exit Cmd7=AAI Roll=Forward/Back				

The Service Screen lists all Service Shops alphabetically, including phone number and number of calls to be made to that shop.


- Next Shop (optional) - Key next Shop Name at which the Callback list should begin. Press **ENTER**. The next list will appear. -OR-
- Shop Name - Key X by any Shop Name to be displayed **←** to move cursor down the list of names, as needed. Press **ENTER**. The Service Selection Screen will appear, listing customers who need authorizations or extensions on rentals from that particular shop. See example screen on following page.
- Shop Number - Displays Service Shop Customer Number
- Shop Phone Number.
- Number of Calls - Displays number of calls to be made to Shop(s)
- ←** to move cursor to top right of screen. To Print a copy of the Service Callback Screen, key Y=Yes, over default N=No.

**Reminder!** Use your roll-up and roll-down keys to scroll backward or forward through the Service Shop listings.




## Section 1 - Body Shop Selection Screen

SERVICE CALLS				11	CB07-1
				PRINT (Y OR N)	(N)
1 MONARCH CHEVY** 3 987-654-3210 9999999		CALLBACK CURRENT STATUS			
2		4 YEAR/MAKE/MODEL	5 TICKET#	6 GR/BR	7 EXT DATE
		8 SHOP			
		9 ADJ			
- ABLE* ALICE*		94 FORD TAURUS	* D027415	0101	06/15/94 DO DO
		Notes			
- DAVIS* TOM*		95 FORD MUSTANG	* D027419	0101	06/17/94 DO DO
		Notes			
- JONES* SUE*		90 CHEVY LUMINA	* D027420	0101	06/20/94 DO DO
		Notes			
* INDICATES TICKET WITH EXTENSION DATE GREATER THAN 2 DAYS OLD					
Cmd1=Exit Cmd7=AAI Cmd12=Previous ROLL=Forward/Back					

1. Displays Service Shop Name/Phone Number and 6-digit Customer Number
2. Customer Name - Key X by your name.  to move cursor down the list of names, as needed Press **ENTER** The selected Service Shop Detail Screen will appear See example screen on the following page
3. Displays Customer Number.
4. Displays Year/Make/Model of customer vehicle
5. Displays Rental Ticket Number An extension flag (\*) indicates ticket has an extension date that is more than 2 days old Definitely make all extension flags a priority!
6. Displays Group and Branch Numbers
7. Current Ext. Date - Displays current extension of specific rental ticket
8. Callback Status Shop - Displays shop callback status - **LM** (Left Message), **DO** (Make Call), **OK** (Call Made)
9. Callback Status Adjustor - Displays adjustor callback status - **LM** (Left Message), **DO** (Make Call), **OK** (Call Made).
10. Notes - Key Service Shop notes. Notes will forward to Service Shop Detail Screen

**NOTE:** You must still go into each detail screen and update the callback status (LM/DO/OK) for each customer, even after keying notes

11.  to move cursor to top right of screen To Print a copy of the Service Shop Selection Screen, key Y=Yes, over default N=No.

**Reminder!** Use your roll-up and roll-down keys to scroll backward or forward through Shop listings

# Section 1 - All

OPEN TICKETS					CB25-1		
1 NEXT CUSTOMER			7 PRINT (Y OR N) <input checked="" type="radio"/> N				
2	3	4	5 CALLBACK TYPE			6	
	TICKET#	CURRENT EXT DATE	B/S	ADJ	SVC	CST	CUSTOMER EXT DATE
AKLSJDFKASJ* LASDF;L	D999089		-	-	-	-	
BAUCKE* CLAUDIA*	D999096	* 11/09/97	-	-	-	-	
BAUCKE* SVEN*	R111062	* 11/01/97	-	-	-	-	
BENOIT* TRICIA*	D999019		-	-	-	-	* 1/28/97
BOMBAY* BILL*	D999028		-	-	-	-	* 3/10/97
BOND* JAMES*	D999080	* 9/10/97	-	-	-	-	
BOOP* BETTY*	D999022		-	-	-	-	* 2/20/97+
# LEFT A MESSAGE							
* INDICATES TICKET WITH EXTENSION DATE GREATER THAN 2 DAYS OLD							
Cmd1=Exit Cmd7=AAI ROLL=Forward/Back							

The "All" Callback option provides a list of *all* Open Tickets, in alphabetical order, that need extensions

1. Next Customer - Key next Customer Name at which the Callback list should begin. Press  The list will appear. -OR-
2. Customer Name - Displays name of rental customer.
3. Ticket - Displays ticket Number An extension flag (\*) indicates ticket has an extension date that is more than 2 days old Definitely make all extension flags a priority!
4. Current Ext. Date - Displays current extension date of specific rental ticket.
5. Callback Type - Key X to select Callback Detail Record to display B/S (Body Shop), ADJ (Adjustor), SVC (Service), and CST (Customer). A "#" by a Callback Type indicates a message has been left at that Callback Source (Body Shop, Adjustor, etc.) Press  The selected Callback Detail Screen will appear
6. Customer Ext Date - Displays customer extension date of specific rental ticket.
7.  to move cursor to top right of screen. To print a copy of the Service Selection Screen, key Y=Yes, over default N=No.

**Reminder!** Use your roll-up and roll-down keys scroll backward or forward through the Open Ticket listings.

**Continue to the next page and learn how to select the "By Name" Callback option.**

## Section 1 - By Name

Key X on the line before the "By Name" field on the Callback Menu Screen. Next, key a specific Customer Name to be displayed, on the line following the "By Name" field. For this example "HILLMAN\* TIM\*" was keyed. Press **ENTER**. The Open Ticket list will appear in alphabetical order, starting with the requested customer name. See example screen below.

OPEN TICKETS				CB25-1	
NEXT CUSTOMER				PRINT (Y OR N) N	
		TICKET#	CURRENT EXT DATE	CALLBACK TYPE B/S ADJ SVC CST	
AKLSJDFKASJ*	LASDF;L	D999089			
BAUCKE*	CLAUDIA*	D999096	* 11/09/97		
BAUCKE*	SVEN*	R111062	* 11/01/97		
BENOIT*	TRICIA*	D999019			* 1/28/97
BOMBAY*	BILL*	D999028			* 3/10/97
BOND*	JAMES*	D999080	* 9/10/97		
BOOE*	BETTY*	D999022			* 2/20/97

\* LEFT A MESSAGE  
\* INDICATES TICKET WITH EXTENSION DATE GREATER THAN 2 DAYS OLD

Cmd1=Exit Cmd7=AAI ROLL=Forward/Back

The "By Name" Callback Screen is very similar to the "All" Callback Screen. This screen lists all Open Tickets for your branch, regardless of the extension date. The above screen does not have the Print option. Take a few moments to review this screen and, if necessary, refer to the previous page, 8-15, to look up the "All" Callback Screen field descriptions for clarification.

**Reminder!** Use your roll-up and roll-down keys to scroll backward or forward through the Open Ticket listings.

## ***Congratulations!***

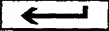
You have completed the entire Section 1 - Tickets Needing Extensions - on the Callback Menu. You now know how to review Open Tickets by: Body Shop, Adjustor, Customer, Service, All, and By Name!

Turn the page to continue the Callback Exercise for Section 2 - Branch Reservations - on the Callback Menu.

## Section 2 - Callbacks -or- Incomplete Reservations

RESERVATIONS INCOMPLETE FOR GPBR PPGM							CCRS11-B
8 Print (Y or N) <input checked="" type="radio"/> N							
1 Next Customer _____							
2 Customer Name	3 Date	4 Pickup Time	5 Stat	6 Car Type	7 Rent Type		
ASHBY* JOAN J*	6/15/94	2:00 PM	DEL	MINI	I		
EARP* WAYNE*	5/16/94	8:00 AM	W/IN	INTM	D		
EASTWOOD* BILL*	5/10/94	4:00 PM					
GARCIA* MARIA*	6/19/94	2:00 PM	W/IN				
GORDAN* JILL*	5/01/94	1:00 PM					
GRAND* TIM*	6/20/94	10:00 AM	DEL	MINI	D		
HUME* BILL*	7/02/94	1:00 PM	W/IN	STD	B		
KING* MARGE*	5/18/94	5:00 PM	P/U	MINI	D		
LEE* DAVID*	7/13/94	3:30 PM	W/IN				
MONROE* JOE*	6/25/94	8:00 AM	CWC	SPEC	I		
NOWARK* BOB*	5/02/94	2:30 PM	P/U	FULL	R		
					+		
Cmd1=Exit Cmd3=Main Menu Cmd7=AAI Cmd12=Previous Scrn Roll=Fwd/Back							

The Callback-Incomplete Reservations Screen alphabetically lists all reservations marked as incomplete when the reservation was originally opened. Reservations are selected from this list to make contact with the customer and complete the reservation, as needed.

1. Next Customer - Key next Customer Name at which the Callback list should begin Press **ENTER**  
The list will appear
2. Customer Name - Displays name of rental customer
3. Date - Displays pickup date of rental vehicle
4. Pickup Time - Displays pickup time of rental vehicle.
5. Status - Displays rental status - **W/IN** (Walk In), **DEL** (Delivery), **P/U** (Pickup), **CWC** (Customer Will Call).
6. Car Type - Displays rental vehicle size.
7. Rental Type - Displays rental category - **I** (Insurance), **B** (Body Shop), **D** (Dealership), **R** (Regular), **C** (Corporate), **O** (Other).
8.  to move cursor to top right of screen. To print a copy of the Incomplete Reservations Screen, key Y=Yes, over default N=No.

**Reminder!** Use your roll-up and roll-down keys to scroll backward or forward through the Incomplete Reservation listings.

**Turn to the next page and learn about the Callback - No Show Reservations!**

## Section 2 - No Show Reservations by Date or by Name

NO SHOW RESERVATIONS FOR GPBR PPGM					CCRS12-B	
					9 Print (Y or N) (N)	
1 Next Date				6 Car Type	7 Status	8 Rental Type
2 Sel	3 Date	4 Time	5 Customer Name			
-	6/10/97	2:00 PM	GUTHRIDGE* PAUL*	FCAR		
-	6/20/97	10:00 AM	VEHICLE NEEDED IMMEDIATELY	MVAR	P/U	I
-	6/25/97	8:30 AM	FRANKEN* SUE*	LCAR		
			HARRISON* KATHY*			
			VEHICLE NEEDED; CLEANUP DONE			+

F3=Main Menu F7=AAI F12=Previous Roll=Forward/Back

The No Show Reservations Screen alphabetically lists all reservations opened with pickup dates which have passed. This screen may also be accessed for No Show Reservations By Name See the screen section below for an example.

NO-SHOW RESERVATIONS FOR GPBR PPGM				CCRS13-B3a	
				Print (Y or N) N	
1 Next Name					
Sel	Customer Name	Date	Time	Car Type	Rntl Status Type
-	COOK* ANITA*	12/02/96	1200 PM		W/IN I

- Next Date - Key next date at which the Callback list should begin Press **ENTER** The list will appear **OR**  
Next Name - Key next name at which the Callback list should begin. Press **ENTER** The list will appear.
- Select - Key X next to the reservation to display Press **ENTER** The selected Reservation Screen will appear.
- Date - Displays pickup date of rental vehicle.
- Time - Displays pickup time of rental vehicle.
- Customer Name - Displays name of rental customer.
- Car Type - Displays rental vehicle type (see page 1-5, Car Code Types).
- Status - Displays rental status - **W/IN** (Walk In), **DEL** (Delivery), **P/U** (Pickup), **CWC** (Customer Will Call).
- Rental Type - Displays rental category - **I** (Insurance), **B** (Body Shop), **D** (Dealership), **R** (Regular), **C** (Corporate), **O** (Other).
- ←** to move cursor to top right of screen. To print a copy of the No Show Reservations Screen, key Y=Yes, over default N=No.

If zero No Show Reservations exist, an error message advises, "There are zero No Show Reservations for this group/branch," at the bottom of the above screen.

**Reminder!** Use your roll-up and roll-down keys to scroll backward or forward through the No Show Reservation listings.

## FUNCTION KEYS FOR OPTION 12 - CALLBACKS

Listed on the bottom portion of each screen are several Function (F) keys. Each one performs a function that may be used while creating or viewing Callbacks

<u>F2 = Cust List</u>	Displays a list of customer names and numbers that are to be used for billing purposes.
<u>F3 = Exit or Main Menu</u>	Allows you to exit the program or return to the Main Menu Screen.
<u>F4 = ID List</u>	Displays a list of ID numbers for individual adjustors, agents, etc. for each customer number.
<u>F5 = Open Ticket</u>	Displays the Open Rental Ticket for any rental background information.
<u>F6 = Chgs To Date</u>	Displays the total number of rental days, total dollar amount, less deposits, and balance owed.
<u>F7 = AAI</u>	Allows access to the Inquiry Programs.
<u>F8 = Update Tkt</u>	Allows you to update Open Rental Ticket information such as claim numbers, shop name, etc., as needed.
<u>F9 = Callback Notes</u>	Allows you to key additional information.
<u>F10 = Receipt Depos</u>	Allows you to update payments on Open Rental contracts
<u>F12 = Previous</u>	Return to previous screen.
<u>F13 = Insurance</u>	Allows you to key renter insurance information.
<u>F14 = Credit Check</u>	Allows you to key credit check information.
<u>F15 = Reservation</u>	Allows you to continue to the next reservation.

### ***Congratulations!***

**You have successfully completed the entire Callback Exercise. Now, you are ready to update live Open Rental Tickets at your Office!**

## EXERCISE 9 CLOSING A TICKET

This exercise will guide you through Option 5 - Closing a Ticket. Close the ticket from Exercise 2 - Open a Ticket, Calendar Day.

Key Option # 5 and the Daily Rental Ticket Number on the ECARS Training Menu. **ENTER** The following screen will appear

### Screen 1

<b>1</b>	
CLOSING TICKET# 999010 For Renter SMITH* ROBERT*	
Charges End On Date 062494 Time 1102 AM	
<b>2</b>	
Mileage	
Unit P00326	Start _____ End _____
Unit _____	Start _____ End _____
Fuel Charges @ 5.00 Per RENTAL	Amount To Be Charged .00
Last Unit Returned Here _____ Or To _____	Drop Charge .00
Misc Charges/Refundable Expenses _____ (X if applicable)	SURCHG 2.05 /DAY
<b>3</b>	
Bill To (Y/N) N Cust# _____	Name _____
	Address _____
	City _____ ST _____ Zip _____
Curr Ext 06/24/94 per LNC	ID/Attn _____
<b>4</b>	
Billing Dates (If Diff)	From Date 000000 Time 0000 _____
Max. Amt.	To Date 000000 Time 0000 _____
<b>5</b>	
Portion To Be Billed (Select One)	
1. Total Charges Less _____ DW _____ PAI _____ Fuel _____ Tax/Schg _____ Mileage _____ Drop _____	
Misc _____ Airport Access _____	
2. \$ .00 Per Day Plus Tax/Schg (Not To Exceed \$ .00 Per Day)	
3. \$ _____ Per Day-No Tax/Schg (Not To Exceed \$ .00 Total)	
4. Other Amount \$ .00 Description _____	
Cmd2=Cst Lst	
Cmd4=ID Lst Cmd6=Callback Detail Cmd7=AAI Cmd8=Accident Rpt Cmd9=ClosePending	

There are 5 basic sections to Screen 1.

**1. Closing Ticket #:** This section displays the DR Ticket Number, Renter Name and the Date and Time the charges end. The current date and time are provided by the computer, but can be changed by keying over date shown.

**2. Mileage:** This section requires the Starting and Ending mileage for each unit, along with Fuel Charge, Misc. Charges, etc.

**3. Bill To:** This section allows you to key or delete billing information as necessary. Also displays Current Extension Date from callbacks.

**4. Billing Dates (If different):** This section allows you to key billing dates if they are different from the actual dates of the contract.

5. Portion To Be Billed (Select One): This section allows you to select a specific billing option as necessary

**BILLING OPTIONS**

**Option 1:** Should be chosen if the billing party is paying the total charge on the rental contract, OR, the billing party is responsible for all charges except one or more of the following: Damage Waiver, P.A.I. Fuel, Tax/Schg, Mileage, Drop Charges or Miscellaneous Additional Charges

**Option 2:** Should be chosen for Calendar Day Billings only. The billing party is paying a specific per day charge plus the tax or surcharge, but not to exceed a specific dollar amount per day. Example: \$15.00 per day plus tax/surcharge, not to exceed \$17.50 per day

**Option 3:** Should be chosen for Calendar Day Billings only. The billing party is paying a specific per day charge, no tax or surcharge, but not to exceed a specific dollar amount maximum. Example: \$15.00 per day, \$100 maximum.

**Option 4:** Should only be chosen when none of the other options are applicable. Key the specific total to be charged to the billing party, along with a description of the charge.

**CMD 2** Customer List.

**CMD 4** ID List.

**CMD 6** Callback Detail (provides all callback information previously entered, and allows for new information to be keyed).

**CMD 7** AAI Access Inquiry programs.

**CMD 8** Accident Report (allows you to key accident information, pulls appropriate information from Rental Ticket to Accident Report).

**CMD 9** Close Pending (allows the closing of the ticket to be "suspended" until all information is finalized. Also, you can "unpend" a suspended ticket, as needed. This option may appear for any ticket type: Calendar Day, 24 hour, or Special).

**NOTE:** An example of the Close Pending Option is demonstrated for the 24 hour ticket type (page 9-8).



### Section 1 - Closing Ticket #

**CLOSING TICKET#** 999010 <sup>1</sup> For Renter SMITH\* ROBERT\*  
2 Charges End On Date 062494 Time 1102 AM

1. Verify the Ticket # and Renter Name
2. The length of this rental is determined by the current extension date. If necessary, adjust the date by keying directly over the information displayed.

**NOTE:** If ticket is close pended, this date may not be changed. You will need to unpend the ticket in order to change the date.

### Section 2 - Mileage

**Mileage** <sup>1</sup>  
Unit P00326 Start 2500 End 2599 Unit Start End  
Unit Start End Unit Start End  
<sup>2</sup>  
Fuel Charges @ 7.00 Per RENTAL Amount To Be Charged 00  
Last Unit Returned Here Or To <sup>3</sup> Drop Charge 5.00  
Misc Charges/Refundable Expenses (X if applicable) SURCHG .00 /DAY

1. Key the Starting and Ending Mileage for each unit.
2. Key the Fuel Charge as designated by your Group Each Group will have a standard fuel charge
3. This vehicle has been "dropped" at another Group Branch. Key in the Group/Branch Number.

**NOTE:** You may see an error message requesting the mileage be confirmed. Because this is a training program, you may key an "X" in the selection field for mileage confirmation without updating any files. For everyday branch use - you must verify the mileage you keyed is correct before confirming that mileage

### Section 3 - Bill To

**Bill To (Y/N)** Y Cust# 999999 Name YOUR NAME\*\*  
Address 555 SOMEWHERE LANE  
City Anytown ST MO Zip 12345  
ID/Attn 999 CHARLIE BROWN

Curr Ext 06/24/94 per LNC

Verify the billing information. This information may be updated/changed/deleted if necessary

#### Section 4 - Billing Dates (If Different)

Billing Dates (If Diff) 1 From Date 000000 Time 0000  
Max. Amt. 17 PER DAY 30 DAY MAX 2 To Date 000000 Time 0000

1. The Billing Dates and Contract Dates will be the same
2. Verify the Maximum Amount being paid by the third party

#### Section 5 - Portion to be Billed

Portion To Be Billed (Select One)

1. Total Charges Less	DW	PAI	Fuel	Tax/Schg	Mileage	Drop
	Misc				Airport Access	
2. \$	Per Day Plus Tax/Schg		(Not To Exceed	\$	.00 Per Day)	
X 3. \$ 17.00	Per Day-No Tax/Schg		(Not To Exceed	\$	.00 Total)	
4. Other Amount	\$ .00	Description				

Cmd2=Cst Lst  
Cmd4=ID Lst Cmd6=Callback Detail Cmd7=AAI Cmd8=Accident Rpt Cmd9=Close Pending

Key an "X" in the selection field next to Billing Option #3 The third party will pay \$17.00 per day, so key 17 in the selection field designating the Amount Per Day- No Tax or Surchg This tells RALPH to bill the third party for \$17.00 Per Day only - and any Other Amount due will be from the customer

**ENTER** to accept information and advance to Screen 2

# Screen 2

ACCEPT (A) or RECOMPUTE (R) _ 1										Cmd1=Exit Cmd7=AAI	
2	3	4	5	6	7	8	9	10			
	Miles	Hours	Days	Weeks	Months	Waiver	PAI	Special			
062094											
0315 PM	#		3			3	3				
062394	@		16.99			7.00	1.00				
1120 AM	\$		50.97			21.00	1.00				
000000											
0000	#										
000000	@										
	\$										
000000											
0000	#										
000000	@										
	\$										
000000											
0000	#										
000000	@										
	\$										
<b>TOTALS</b>		.00	.00	50.97	.00	.00	21.00	3.00	.00		
11										TOTAL	
Surcharge @ 5.850		Gas 12	7.00	Disc @ 14		0 %	16		89.95		
Surcharge 2.98		Drop 13	5.00	Misc 15		.00	Cmd3=Restart				

Screen 2 breaks down all charges and displays the grand total. Use this screen to write down all charges on the rental ticket when the customer returns the vehicle.

1. Accept or Recompute (when adjustments are needed).
2. Four rate sections. Displays beginning and ending date/time of each rate change
3. Number of Miles, rate per mile, total amount of overmileage
4. Number of Hours, rate per hour, total hourly charges.
5. Number of Days, rate per day, total daily charges.
6. Number of Weeks, rate per week, total weekly charges.
7. Number of Months, rate per month, total monthly charges.
8. Number of Days, rate per day, total DW charges.
9. Number of Days, rate per day, total PAI charges.
10. Number of Days, rate, total Special rate.
11. Sales Tax rate and total.
12. Fuel Charge.
13. Drop Charge.
14. Discount percentage and total.
15. Miscellaneous Charges.
16. Grand Total.

Key "A" **ENTER** to accept the charges and advance to Screen 3

CMD 1	Exit to Enter Request Prompt
CMD 3	Restart.
CMD 7	AAI. Access Inquiry Programs.

### Screen 3

1  
**CLOSING TICKET # 999010 For Renter SMITH\* ROBERT\***  
 Total Charges 89.95  
 Less Deposits 100.00 1 # Of Deposits  
 Less Amount Billed To 89.95  
 Balance Due 10.05 REFUND

---

2  
**Settlement Of Balance Due**  
 Paid .00 By Cash  
 .00 By Check  
 .00 By Credit Card  
 Bill .00 To Cust# \_\_\_\_\_ A/R Description \_\_\_\_\_  
 Bill .00 To Cust# \_\_\_\_\_ A/R Description \_\_\_\_\_  
 Bill .00 Name \_\_\_\_\_ (Last\*First\*) TTL \_\_\_\_\_  
 Attn \_\_\_\_\_  
 Street \_\_\_\_\_  
 City \_\_\_\_\_ ST \_\_\_\_\_ Zip \_\_\_\_\_  
 Home Phone 000 000 0000 Office Phone 000 000 0000  
 A/R Description \_\_\_\_\_  
 Charge .00 To Account \_\_\_\_\_ Unit # \_\_\_\_\_ Desc \_\_\_\_\_  
 Charge .00 To Account \_\_\_\_\_ Unit # \_\_\_\_\_ Desc \_\_\_\_\_  
 Refund .00 By Cash \_\_\_\_\_ Or Check \_\_\_\_\_  
 Emp# \_\_\_\_\_

Cmd1=Exit Cmd2=Cust List Cmd5=Internal Accts Cmd8=Deposits Cmd10=CC Apprvl  
 Cmd3=Restart Cmd4=ID List Cmd6=Callbk Detail Cmd9=ClosePnd Cmd11=CK Apprvl

Screen 3 is broken down into 2 major sections

1. **Closing Ticket #:** This section displays the Total Charges, the Number and Total Amount of all Deposits received, Amount to be Billed to a third party and the Balance Due
2. **Settlement of Balance Due:** This section requires the Payment, Billing Amount, Charge or Refund to be keyed along with the form of payment (Cash, Check, Credit Card, Bill to Customer #, Charge to Account)

- |               |   |
|---------------|---|
| <b>CMD 2</b>  | Customer List.  |
| <b>CMD 3</b>  | Restart.  |
| <b>CMD 4</b>  | ID List.  |
| <b>CMD 5</b>  | Internal Accts List- displays all account numbers available for use.  |
| <b>CMD 6</b>  | Callback Detail, provides all callback information previously entered and allows for new information to be keyed. |
| <b>CMD 8</b>  | Deposits, displays detailed record of all deposits received.  |
| <b>CMD 9</b>  | Close Pending.  |
| <b>CMD 10</b> | CC (Credit Card) Approval.  |
| <b>CMD 11</b> | CK (Check) Approval.  |

## Screen 3 - continued

CLOSING TICKET # 999011		For Renter SMITH* ROBERT*	
Total Charges	89.95		
Less Deposits	.00	0 # Of Deposits	
Less Amount Billed To	89.95	Your Name**	
Balance Due	10.05	Refund	

Settlement Of Balance Due

Paid	< .00	By Cash	
	.00	By Check	
	.00	By Credit Card	
Bill	.00	To Cust#	A/R Description
Bill	.00	To Cust#	A/R Description
Bill	.00	Name	(Last*First*) TTL
		Attn	
		Street	
		City	ST Zip
		Home Phone 000 000 0000	Office Phone 000 000 0000
		A/R Description	
Charge	.00	To Account	Unit # Desc
Charge	.00	To Account	Unit # Desc
Refund	10.05	By Cash X Or Check	
Emp#	01053		

Cmd1=Exit Cmd2=Cust List Cmd5=Internal Accts Cmd8=Deposits Cmd10=CC Apprvl  
 Cmd3=Restart Cmd4=ID List Cmd6=Callbk Detail Cmd9=ClosePnd Cmd11=CK Apprvl

The total charges for this rental ticket are shown. There is also an amount that is to be billed to a third party - Your Name An amount due may or may not be shown

If there is an **amount due**, key the amount in the field before "By Cash " Key your 5-digit Employee Number

If there is a **refund due**, key the refund amount next to "Refund" and X cash Key your 5-digit Employee Number.

**ENTER** to accept the information and close the ticket. RALPH will receipt the cash you accepted from the customer and bill the third party, Your Name, for their amount.

Now, close the ticket from Exercise 3 - *Open a Ticket, 24 hour*

On the ECARS Training Menu Screen, key Option 5 and the Ticket Number **ENTER**  
Screen 1 will appear.

### Section 1 - Closing Ticket #

<b>CLOSING TICKET#</b> 060994 For Renter <b>SMITH* ROBERT*</b>							
Charges End On Date 061094 Time 0950 AM							
<b>Mileage</b>							
Unit	P00227	Start	0	End	150	Unit	
Unit		Start		End		Unit	
Fuel Charges @ 7.00 Per RENTAL						Amount To Be Charged	.00
Last Unit Returned Here X Or To						Drop Charge	.00
Misc Charges/Refundable Expenses _ (X if applicable)							
<b>Bill To (Y/N)</b> N		<b>Cust#</b> _____		<b>Name</b> _____			
				<b>Address</b> _____			
				<b>City</b> _____		<b>ST</b> _ <b>Zip</b> _____	
<b>Curr Ext</b> 091194 per				<b>ID/Attn</b> _____			
<b>Billing Dates (If Diff)</b>				<b>From Date</b> 000000 <b>Time</b> 0000 00			
<b>Max. Amt.</b>				<b>To Date</b> 000000 <b>Time</b> 0000 00			
<b>Portion To Be Billed (Select One)</b>							
1. Total Charges Less _ DW _ PAI _ Fuel _ Tax/Schg _ Mileage _ Drop							
Misc _ Airport Access							
2. \$ .00 Per Day Plus Tax/Schg (Not To Exceed \$ .00 Per Day)							
3. \$ .00 Per Day-No Tax/Schg (Not To Exceed \$ .00 Total)							
4. Other Amount \$ .00 Description _____							
Cmd2=Cst Lst							
Cmd4=ID Lst Cmd6=Callback Detail Cmd7=AAI Cmd8=Accident Rpt <b>Cmd9=Close Pending</b>							

1. Key Start and Ending mileage for each unit.
2. Key an "X" in the selection field designating the unit returned to the renting branch

**NOTE:** To "Close Pend" a ticket the Date/Time, Mileage, and Last Location are the only pieces of information that are required.

Press **CMD 9** to "Close Pend" the 24-hour ticket. The following Pop-Up Window will appear on the above screen.

<b>CLOSE PENDING</b>	
<b>Comment</b> _____	<b>Emp#</b> _____
Do you want to calculate Charges/Receipt Deposits before pending? N	
Cmd1=Exit Cmd12=Previous	

On the comment line, key "waiting for final payment" as the reason for Close Pending the ticket.

**TAB RIGHT** key your Employee Number in the Emp# field.

If you want to calculate Charges/Receipt deposits before pending the ticket, key Y-Yes (all daily charges on Screen #2 will appear). **For this exercise, key N-No.**

Press **ENTER** to accept Close Pending information and return to the ECARS Training Menu Screen.

Now, let's "unpend" the same *24 hour ticket* previously pended

On the ECARS Training Menu Screen, key Option 5 and the Ticket Number   
Again, Screen 1 will appear.

### Section 1 - Closing Ticket #

**CLOSING TICKET#** 060994 For Renter **SMITH\* ROBERT\***  
Charges End On Date 061094 Time 0950 AM

**Mileage**  
Unit PP0027 Start 0 End 150 Unit Start End  
Unit Start End Unit Start End

Fuel Charges @ 7.00 Per RENTAL Amount To Be Charged .00  
Last Unit Returned Here X Or To Drop Charge .00  
Misc Charges/Refundable Expenses (X if applicable)

Bill To (Y/N) N Cust# Name  
Address  
City St Zip  
ID/Attn

Curr Ext 091194 per  
Billing Dates (If Diff) From Date 082294 Time 0937 AM  
Max. Amt. To Date 091194 Time 0950 AM

**UN-PEND TICKET**  
Press Enter to confirm that you wish to Un-Pend this Daily Rental Ticket.  
Emp#  
Cmd1=Exit Cmd12=Previous

Cmd2=Cst Lst  
Cmd4=ID Lst Cmd6=Callback Detail Cmd7=AAI Cmd8=Accident Rpt Cmd9=Un-Pend

Press  to "Unpend" the ticket

Key your Employee Number in the Emp# field. Press  to confirm that you wish to unpend the ticket. The ECARS Training Menu Screen will return.

*Turn to the following page to close the 24 hour ticket as normal.*

Follow these steps to permanently close the ticket from *Exercise 3 - Open, 24 hour*.

On the ECARS Training Menu Screen, key Option 5 and the Ticket Number **ENTER**.  
Screen 1 will appear.

### Section 1 - Closing Ticket #

CLOSING TICKET# 999011 <sup>1</sup> For Renter SMITH\* ROBERT\*  
2 Charges End On Date 062594 Time 0939 AM

1. Verify the Ticket # and Renter Name.
2. Adjust the Date, if necessary, by keying directly over the information displayed.

### Section 2 - Mileage

Mileage <sup>1</sup>

Unit ZPPAQJ	Start 2498	End 2512	Unit ZPPALY	Start 13472	End 13550
Unit	Start	End	Unit	Start	End

Fuel Charges <sup>2</sup> @ 7.00 Per RENTAL Amount To Be Charged 7.00

Last Unit Returned Here X Or To <sup>3</sup> Drop Charge .00

Misc Charges/Refundable Expenses (X if applicable) SURCHG /DAY

1. Key the Starting and Ending Mileage for each unit.
2. Key the Fuel Charge as designated by your Group.
3. Key an "X" in the selection field designating the unit returned to the renting branch.

Section 3, 4 and 5 do NOT require any information - there is no third party billing on this ticket.

**ENTER** to accept information and advance to Screen 2.

**NOTE:** You may see an error message requesting the mileage be confirmed. Because this is a training program, you may key an "X" in the selection field for mileage confirmation without updating any files. For everyday branch use - you must verify the mileage you keyed is correct before confirming that mileage.



# Screen 2

ACCEPT (A) or RECOMPUTE (R) <u>A</u>		Cmd1=Exit Cmd7=AAI						
		Miles	Hours	Days	Weeks	Months	Waiver	PAI Special
062394	#			2			2	2
0842 AM	@							
062494	@	Rate 1		24.95			9.00	1.00
0800 AM	\$			49.90			18.00	2.00
<hr/>								
062494	#			1			1	1
0800 AM	@							
062594	@	Rate 2		32.99			9.00	1.00
1004 AM	\$			32.99			9.00	1.00
<hr/>								
000000								
0000	#							
000000	@							
	\$							
<hr/>								
000000								
0000	#							
000000	@							
	\$							
<hr/>								
<b>TOTALS</b>		.00	.00	82.89	.00	.00	27.00	3.00
								.00
								<b>TOTAL</b>
Surcharge	%	5.850	Gas	7.00	Disc	@	0	%
Surcharge		4.85	Drop	.00	Misc		.00	
								121.74
								Cmd3=Restart

Screen 2 breaks down each rate charged on the ticket.

Key an "A" to accept the charges Write down the charges on the rental ticket if available

**ENTER** to advance to Screen 3.

**CMD 1** Exit to Main Menu.

**CMD 3** Restart.

**CMD 7** AAI. Access Inquiry Programs.

Screen 3. Reference page 9-6 for full screen example.

### Section 1 - Closing Ticket Number

```
CLOSING TICKET # 999008 For Renter SMITH* ROBERT*
Total Charges          121.74
Less Deposits         200.00    1 # Of Deposits
Less Amount Billed To
Balance Due           78.26    REFUND
```

The total charges are shown. This contract has a \$200.00 credit card deposit. Normally you would refund by credit card. Just for this example, refund the customer by check!

### Section 2 - Settlement of Balance Due

```
Settlement Of Balance Due
Paid      .00 By Cash
          .00 By Check
          .00 By Credit Card
Bill      .00 To Cust#      A/R Description
Bill      .00 To Cust#      A/R Description
Bill      .00 Name          (Last*First*) TTL
          Attn
          Street
          City              ST Zip
          Home Phone 000 000 0000 Office Phone 000 000 0000
          A/R Description
Charge     .00 To Account    Unit # Desc
Charge     .00 To Account    Unit # Desc
Refund 1   78.26 By Cash _ Or Check X 2
Emp#       01050 3
```

1. In the Refund field - key the amount to be refunded to the customer.
2. Key an "X" in the Check selection field.
3. Key your Employee Number.

**ENTER** The following Check Refund Request screen will appear (see page 9-13).

## Check Refund Request

### CHECK REFUND REQUEST

RENTER: SMITH\* ROBERT\*  
123 MAIN STREET  
ANYTOWN MO 63124

Amount: 78.26

Pay To:

Cust # 999999  
1 Name SMITH\* ROBERT\*  
Address  
123 MAIN STREET  
ANYTOWN MO 63124 0000

2 Reason overpayment - \$200.00 deposit.

3 Special Instructions  
Hold Check - Customer will pick up.

Cmd1=Exit Cmd7=AAI

The name and address of the renter will be displayed along with the amount of the refund

1. If the check should be made payable to another party, key the information in the Pay To section
2. Key the Reason for the refund (overpaid, etc.)
3. Key any Special Instructions (customer will pick up check, etc )

**ENTER** to accept the information and close the ticket

**CMD 1** Exit to Closing Ticket Screen 3

**CMD 7** AAI. Access Inquiry Programs

Close the ticket from Exercise 4 - *Open a Ticket, Specials*. Use the following information. If you have any questions about a field, look back through the previous pages.

3 day rental  
Unit returning to the renting branch  
Customer paying by check

**Congratulations!**

**You have now successfully closed all three rental tickets you created.**

## EXERCISE 10

## CASH MANAGEMENT

The Cash Management Option - Option 15 on the ECARS Training Menu - provides important information regarding Credit Card and Check approval procedures. It also includes a cash summary option that will allow you to balance the summary created while you opened and closed rental tickets in the previous exercises.

On the ECARS Training Menu, key Option 15 **ENTER**. The following screen will appear

CCRT15-01

CASH MANAGEMENT

1. Credit Card Approval
2. Check Approval
3. Cash Summary

Option

Cmd1=Exit    Cmd7=AAI    Cmd12=Previous

Key **Option 1** - Credit Card Approval **ENTER**. Carefully read the two screens displaying credit card approval "Things to Know"

Do the same for **Option 2** - Check Approval. Become familiar with the **CMD 10** = CC Approval and **CMD 11** = CK Approval windows, then move on to **Option 3** - Cash Summary.

**CMD 1**    Exit to Main Menu.

**CMD 7**    AAI. Access Inquiry Programs.

**CMD 12**    Previous Screen.

### OPTION 3 - CASH SUMMARY

Key Option 3 for Cash Summary **ENTER**. The "Things to Know" screen will appear. Read it carefully, then press **ENTER** to advance to the Cash Summary Screen

***** CASH & CHECK SUMMARY *****		1	Employee # _____
-	1. Cash/Check Review		
-	2. Make Adjustment Line 0000		
-	3. Cash/Check Deposit		
	Total Cash in Box	_____	.00
	Assigned Cash Box Amount	_____	.00
	Chits to be Reimbursed	_____	.00
	Chits to Remain in Box	_____	.00
	Total Checks to Deposit	_____	.00
***** CREDIT CARD SUMMARY *****		2	Customer # _____
-	1. Credit Card Review		
Cmd1=Exit Cmd6 = Petty Cash Cmd7=AAI Help			

The screen is broken down into 2 major sections.

1. Cash and Check Summary: This section allows you to select for review the cash and check entries made, make line adjustments and balance the summary and cash box.
2. Credit Card Summary: This section allows you to select for review the Credit Card transactions that have been made. RALPH generates the credit card deposits automatically each night. This section is NOT used for this exercise.

- |       |                               |
|-------|-------------------------------|
| CMD 1 | Exit to previous screen.      |
| CMD 6 | Displays Petty Cash Screen.   |
| CMD 7 | AAI. Access Inquiry Programs. |
| HELP  | Provides On Screen Help Text. |

# *CASH & CHECK SUMMARY - Selection 1, CASH/CHECK REVIEW*

1. Key your Employee Number.
2. Key an "X" in the Cash/Check Review selection field. **ENTER** The following screen will appear.

1	2	3	4	5	6	7	8	9
Line	Name	Cust-#	Doc-#	BRN	Credit	Credit	Other	Other
			Unit-#		2200 \$	2210	Acnt	Amount
0001	SMITH* ROBE	999999	D999010	GM	100.00 \$	.00	0000	.00
0002	SMITH* ROBE	999999	D999012	GM	50.00	.00	0000	.00
0003	SMITH* ROBE	999999	D999011	GM	33.99 \$	.00	0000	.00
					.00	.00	0000	.00
					.00	.00	0000	.00
10		11		12				
SUMMARY: Cash		133.99		Checks		50.00		TOTAL
								183.99
Cmd1=Exit Cmd7-AAI			GPBR PPGM		Date 11/24/92		Line	
			13		14		15	

This screen displays all cash and check transactions. Cash transactions are noted with a cash symbol (\$) to the right of the dollar amount.

1. Line Number.
2. Customer Name.
3. Customer Number.
4. Document or Unit Number.
5. Branch #.
6. Credit Account 2200 Amount.
7. Credit Account 2210 Amount.
8. Other Account Number (any Account Number other than 2200 or 2210)
9. Other Amount (corresponds to Other Account Number keyed in field #8).
10. Total Cash.
11. Total Checks.
12. Cash/Check Summary Total.
13. Gpbr Number.
14. Summary Date.
15. Line #. Key a line number in this field to automatically roll screen to that line

**ENTER** to return to the Cash Summary Menu.

**CMD 1** Exit to Cash Summary Menu.

**CMD 7** AAI. Access Inquiry Programs.

# **CASH & CHECK SUMMARY - Selection 3, CASH/CHECK DEPOSIT**

***** CASH & CHECK SUMMARY *****		Employee #	01053
		1	
1. Cash/Check Review			
2. Make Adjustment Line _____			
<input checked="" type="radio"/> 3.	Cash/Check Deposit	Total Cash in Box	233.99 3
2		Assigned Cash Box Amount	100.00 4
		Chits to be Reimbursed	5
		Chits to Remain in Box	6
		Total Checks to Deposit	50.00 7

---

\*\*\*\*\* CREDIT CARD SUMMARY \*\*\*\*\*

1. Credit Card Review Customer # \_\_\_\_\_

Cmd1=Exit Cmd 6=Petty Cash Cmd7=AAI Help

1. Key your Employee Number.
2. Key an "X" in the Cash/Check Deposit selection field.
3. Key Total Cash Box amount. This is the total amount of cash in your box, including the assigned cash box amount. Assigned cash box amounts vary from Group to Group. For this exercise, use the "Cash" total from the Cash/Check Review plus \$100.00.
4. Key Assigned Cash Box amount - \$100.00.
5. Chits to Reimburse. There are no chits for this exercise.
6. Chits to Remain in the Cash Box. There are no chits for this exercise.
7. Key the Total Checks to be Deposited. For this exercise, use the "Checks" total from the Cash/Check Review.

**ENTER** The screen will display a message verifying the cash and checks balanced and a copy of the Cash Summary will print from the Plainpaper Printer.

Cash Balanced  
Checks Balanced

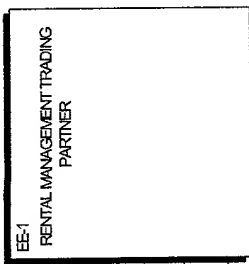
There are several other messages that may be displayed when balancing the cash summary. For a full display of error messages, press the **HELP** key.



**EXHIBIT B**

Context Rental and ARMS

1.  
ARMS Context  
(CSD)



rental branch location related  
information  
request for authorization  
maintenance  
acknowledgement  
rental maintenance  
information  
inbound error  
direct billing  
invoice

payment  
advice

remittance advice

outbound error

authorization maintenance  
information

office location  
information

OF OFFICE DIRECTORIES

remittance  
advice

CR CASH RECEIPTS (AR)

reservation status update  
national rates for  
rental

NR NATIONAL RESERVATIONS

authorization maintenance  
information

CN CLAIMS CONNECTION

authorization maintenance  
information

RA RENTAL APPLICATIONS (ECARS)

EE-5  
TIME

management and exception  
reporting

rental branch location related  
information

enterprise rental direct billing  
invoice



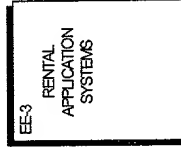
direct billing  
invoice  
outbound errors

remittance advice

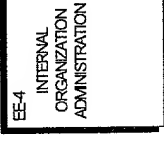
1.1\*

BA Automated Rental  
Management System

request for authorization  
maintenance  
rental maintenance  
information  
third party rental direct billing  
invoice  
special instruction rates



office directory  
changes



Model Name		ARMS Current Physical Process Model
Creator	OCEAN Program Team (ARMS)	Version 1.0
Created	04/07/1998	Modified 09/09/2000

any data entry system for the first time, it is important to ensure that the data is accurate and complete. This is especially true for the first time, as the data is being entered for the first time.

## 1.1 BA Automated Rental Management System

Application Areas  
07/13/98

1.1.1.\*

AA Trading Partner  
Business  
Transactions

1.1.2.\*

AA Rental Systems  
Business Transactions

1.1.3.\*

AA Office Information  
Synchronization Between  
Enterprise and Trading  
Partner

1.1.4.\*

AA ARMS Support

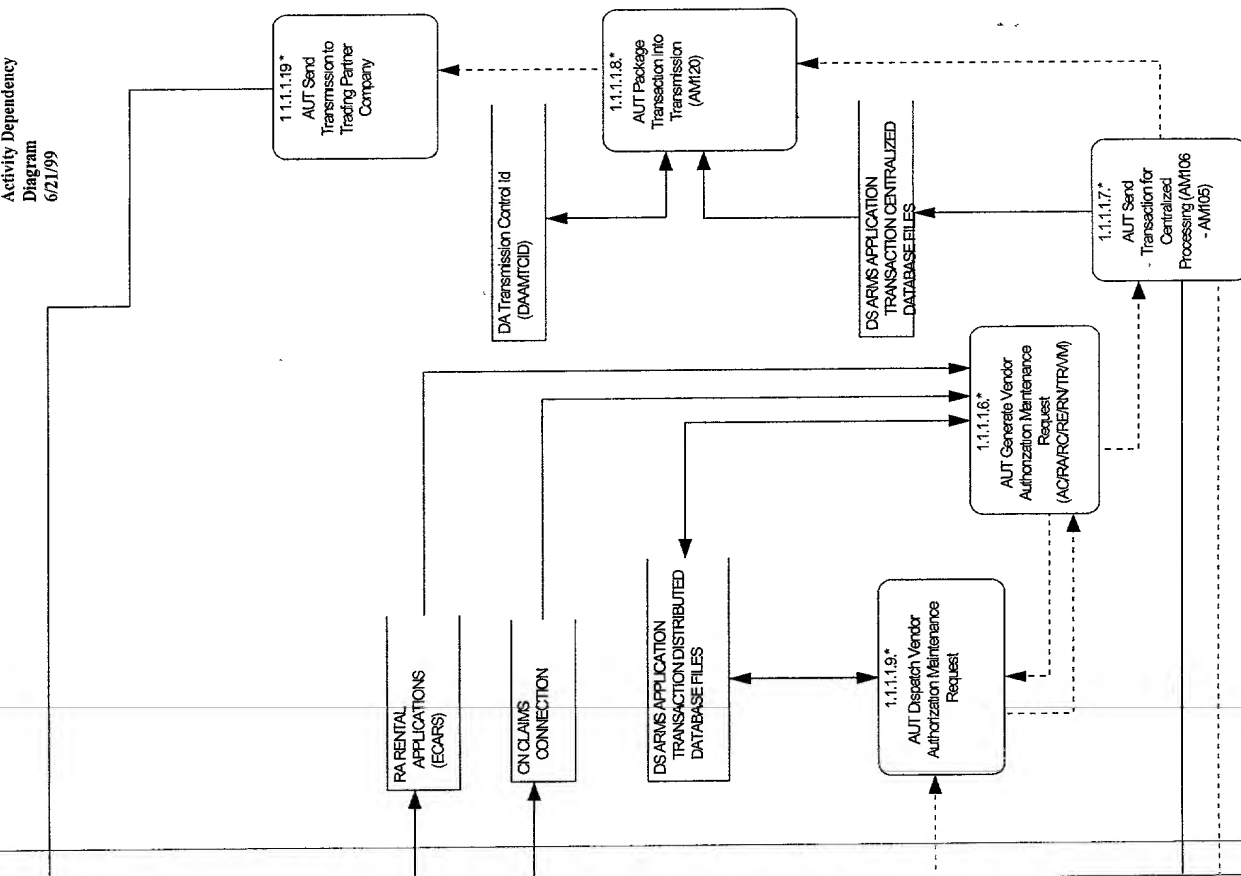
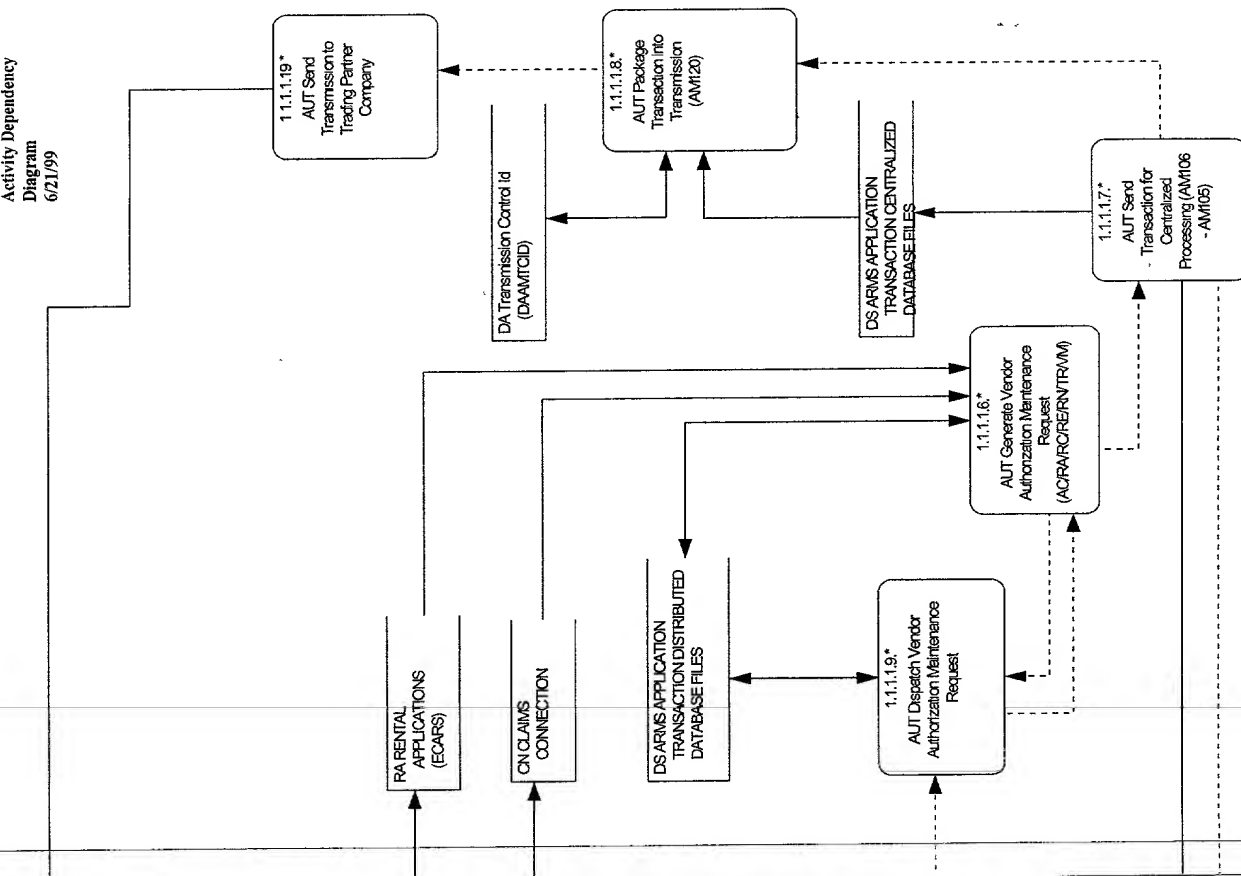
Model Name ARMS Current Physical Process Model	
Creator OCEAN Program Team (ARMS)	Version 1.0
Created 04/07/1998	Modified 08/09/2000

**Business Transactions**  
**07/13/98**

1.1.1.1.\*  
BT Request for  
Authorization  
Management by  
Customer

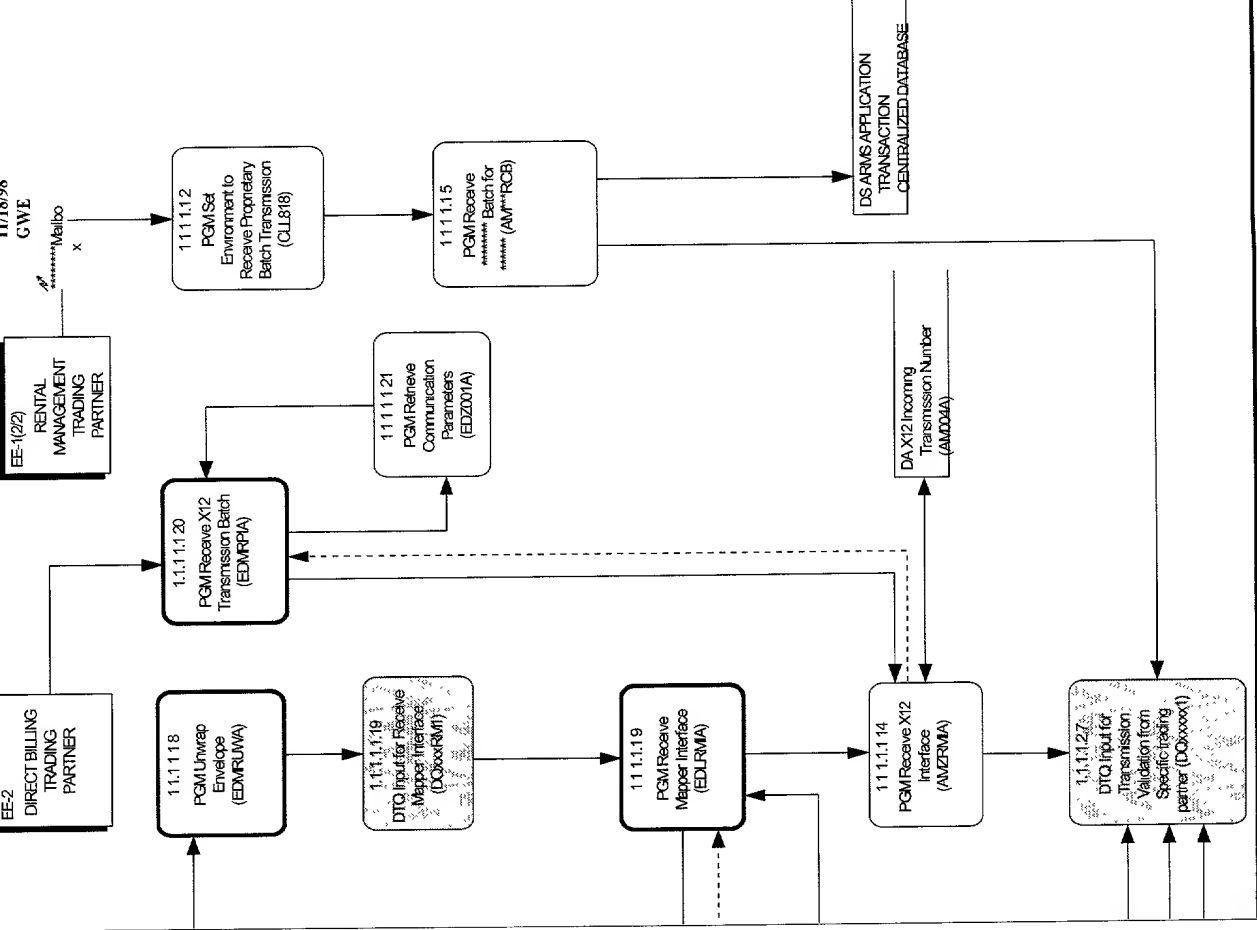
1.1.1.2.\*  
BT Manage Customer  
Remittance

1.1.1.3.\*  
BT Manage Customer  
Message



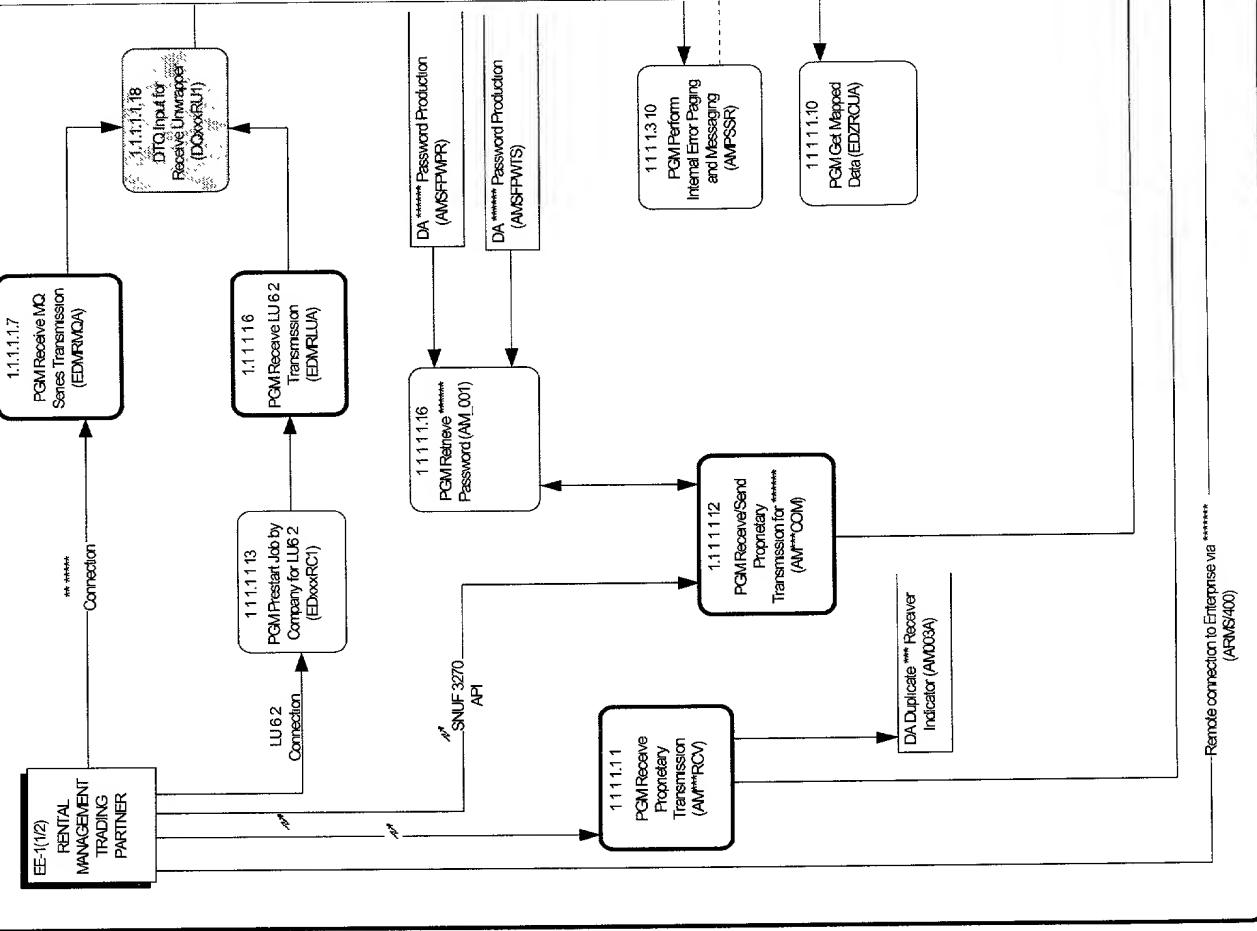
GENE Transmission 11/18/98

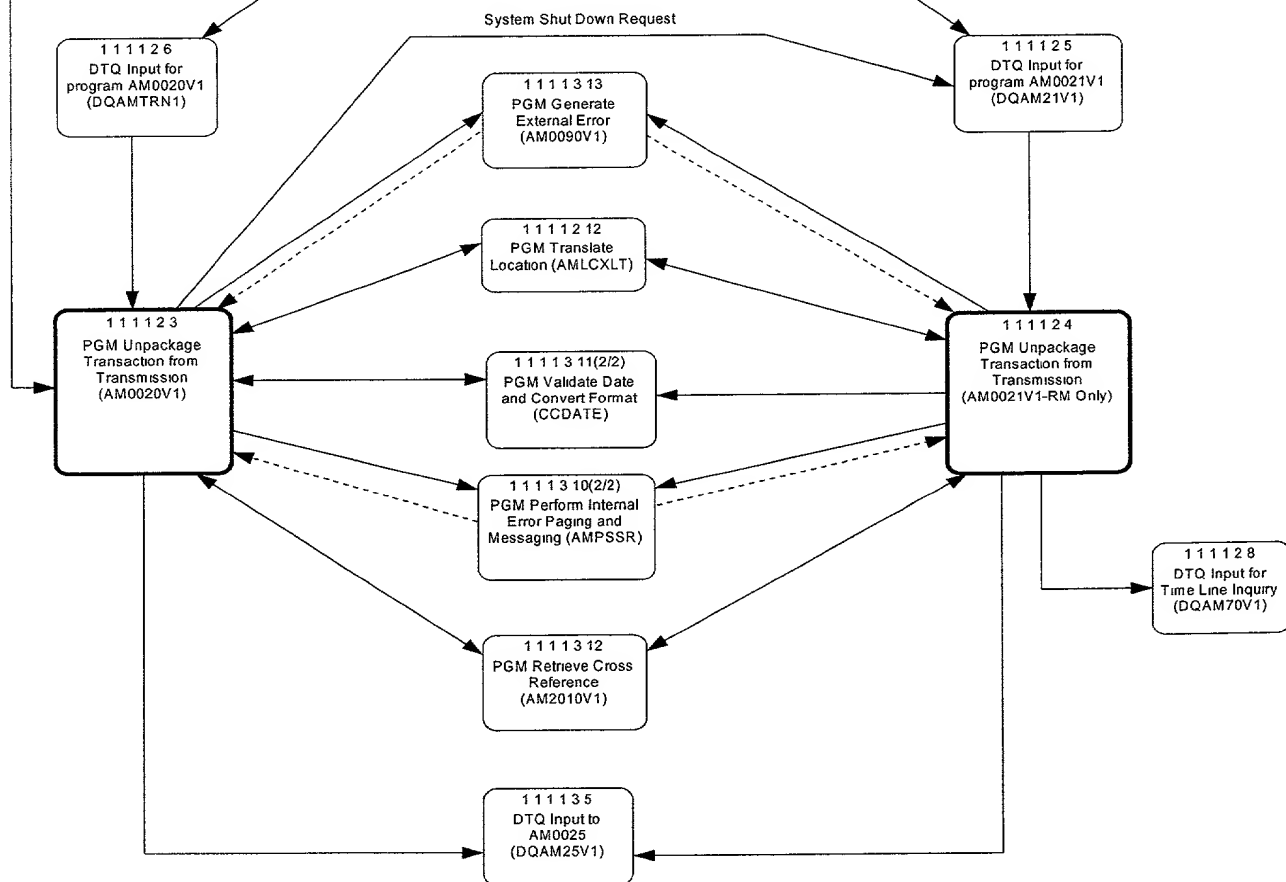
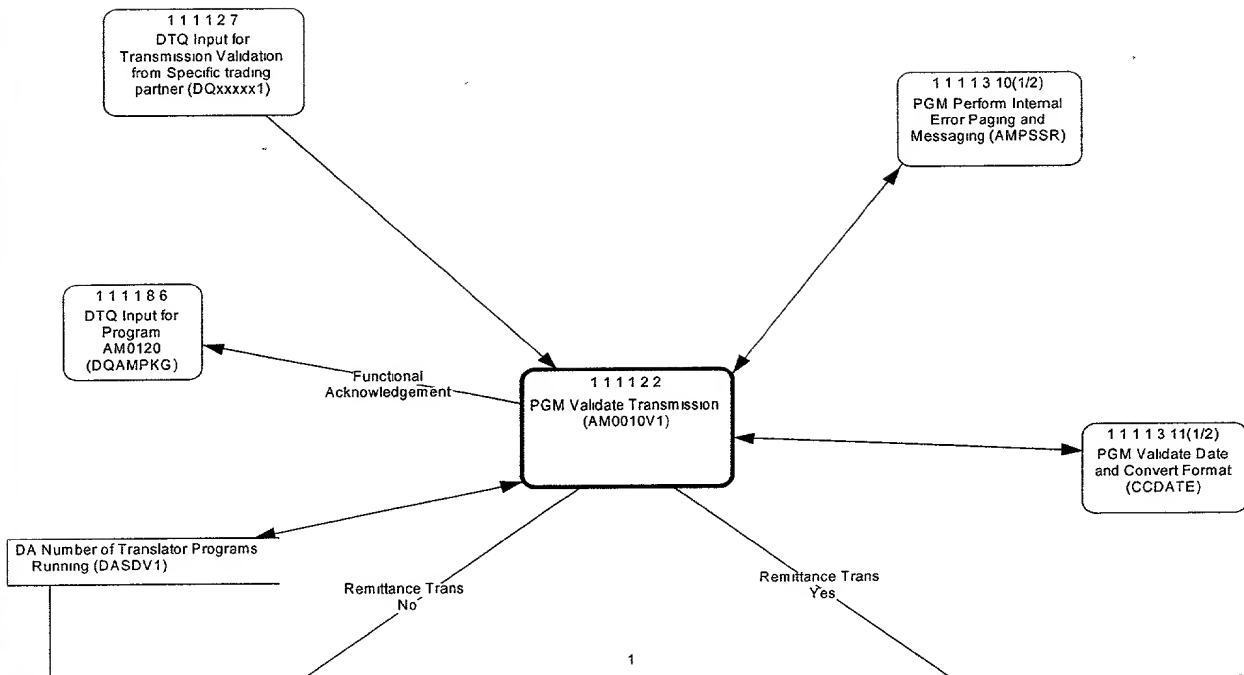
# Component Navigation Diagram



GENE Transmission 11/18/98

# Component Navigation Diagram

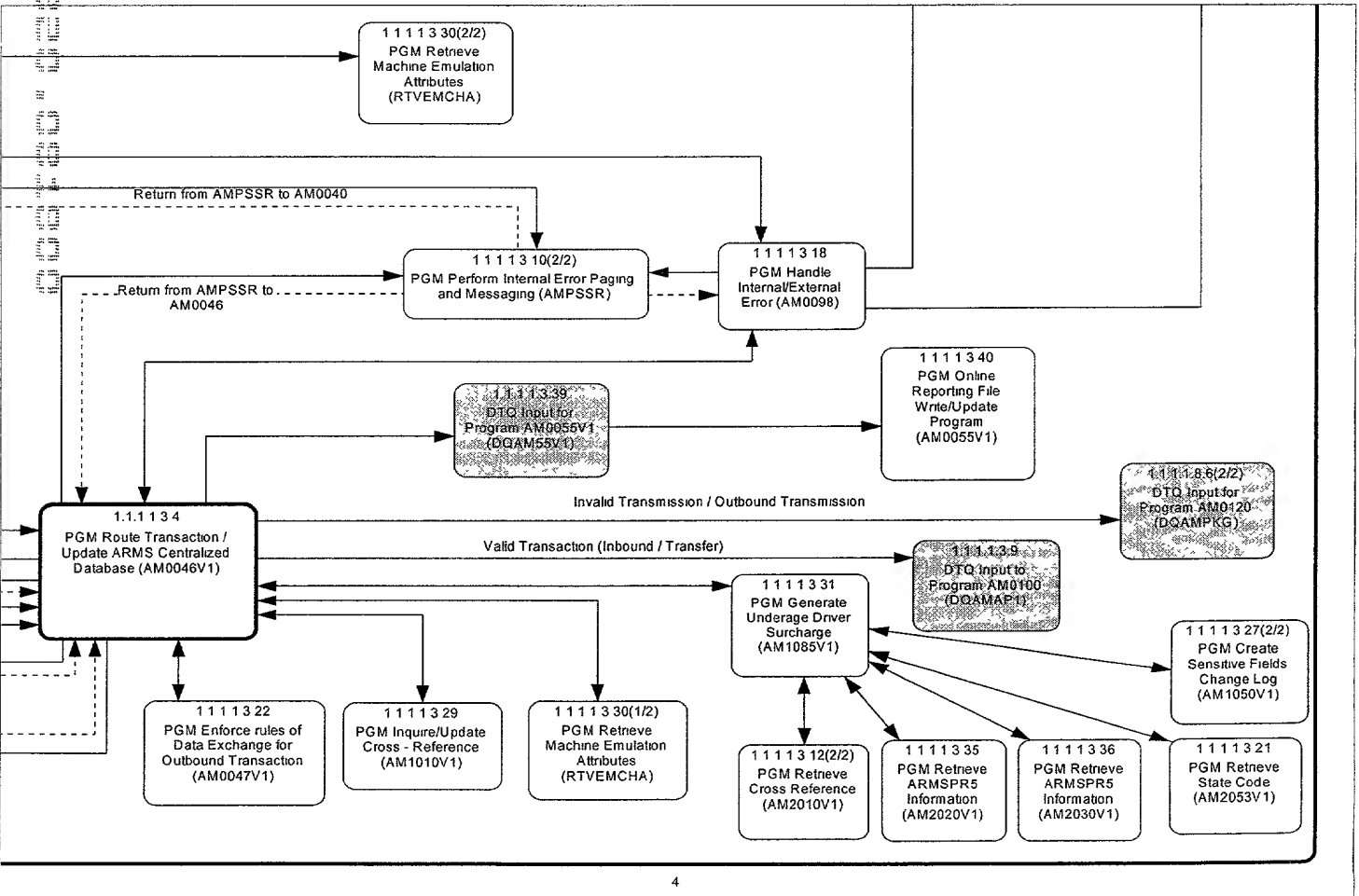
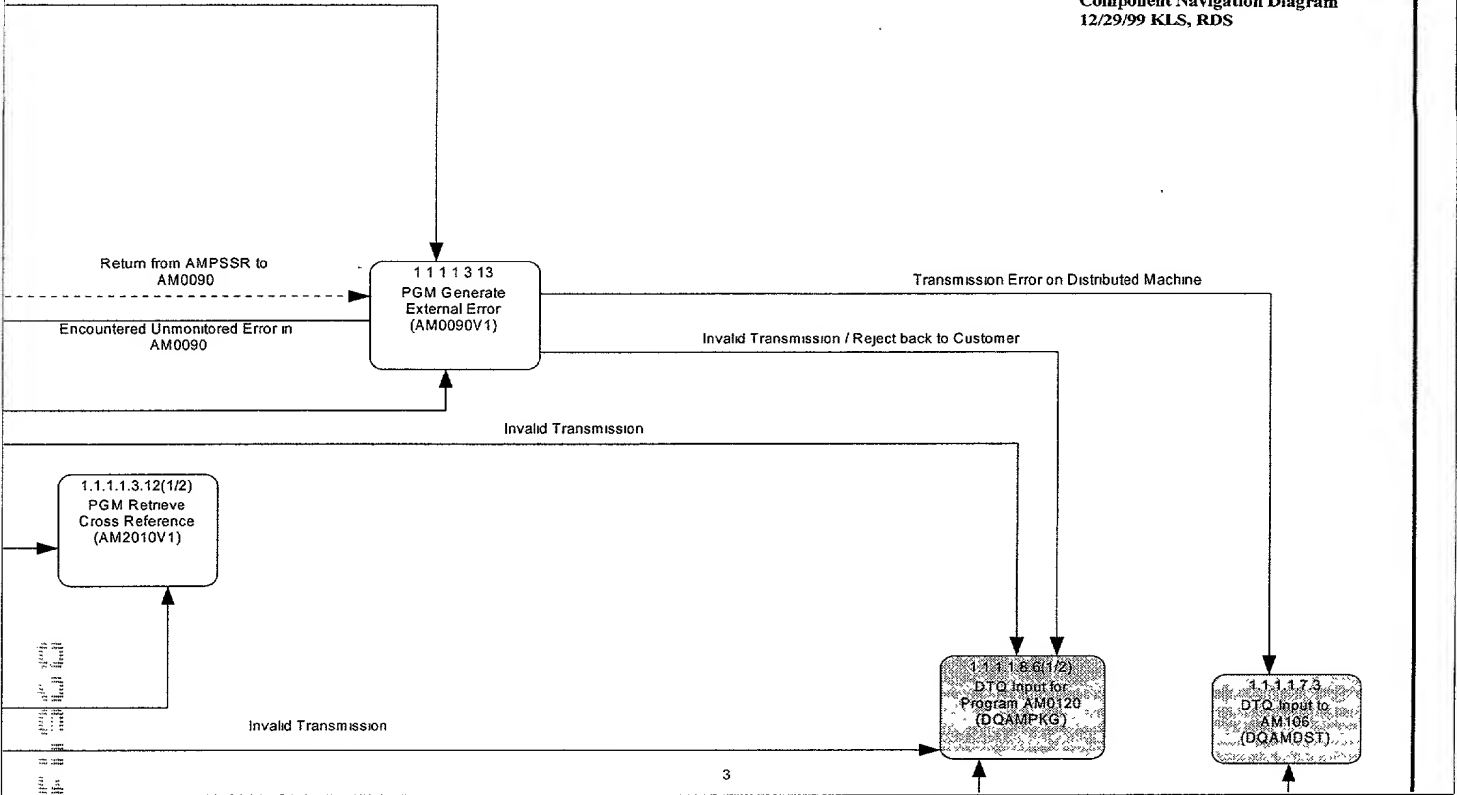


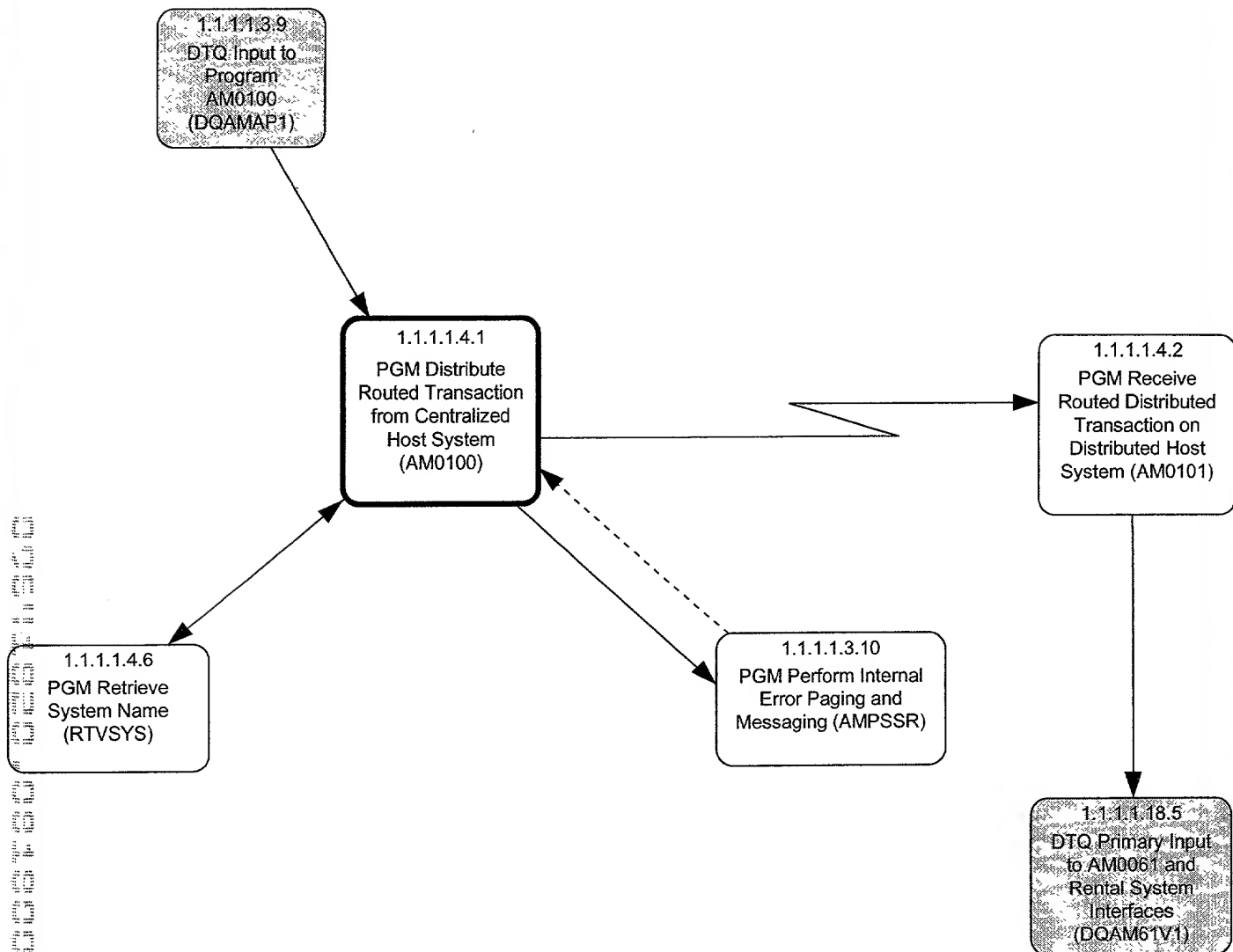






Component Navigation Diagram  
12/29/99 KLS, RDS



**Component Navigation Diagram**  
07/15/98

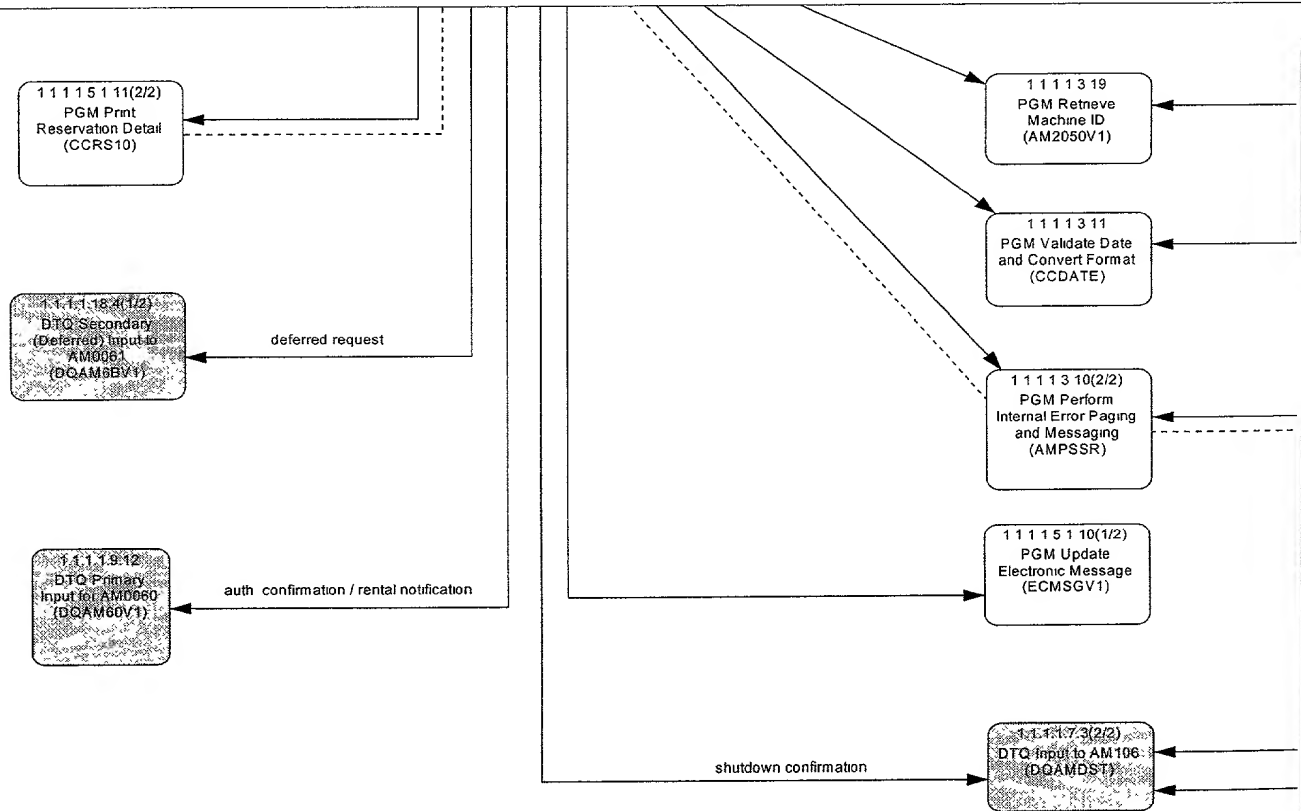
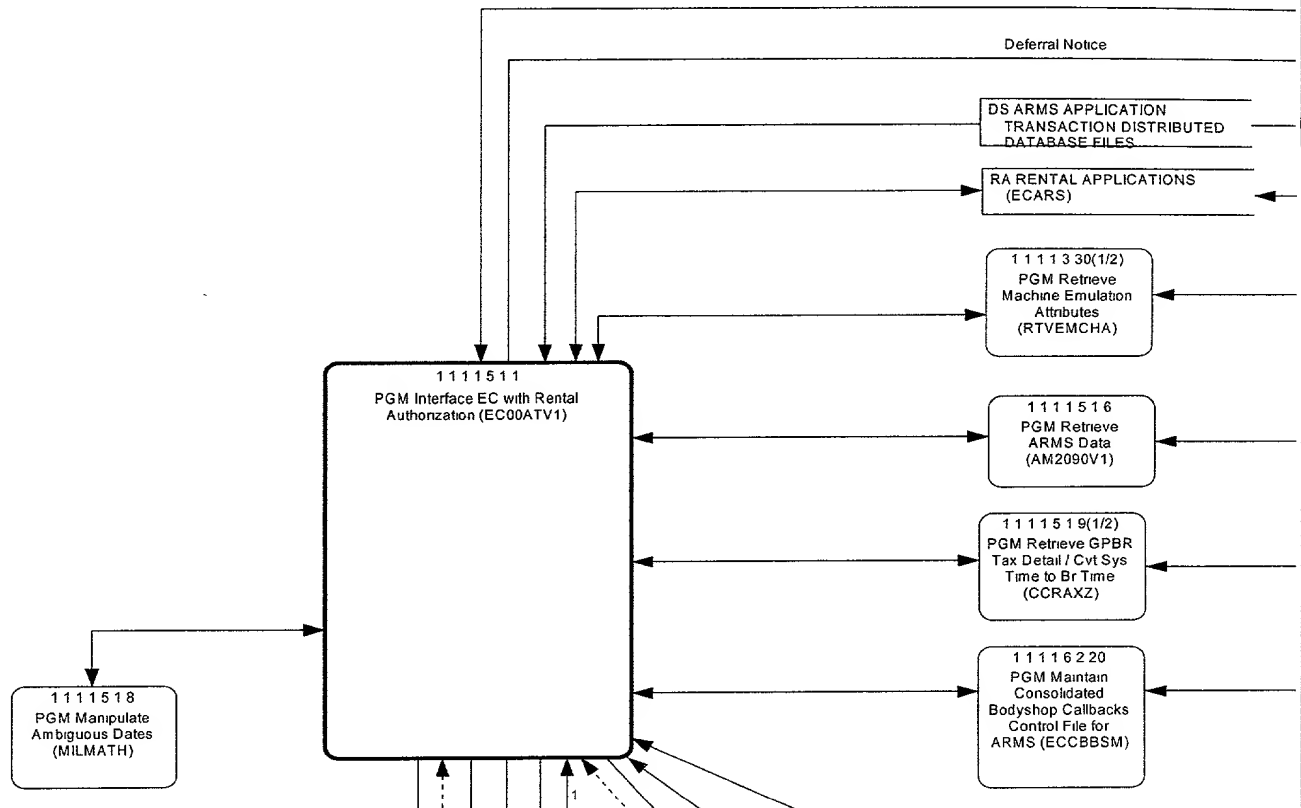
1.1.1.1.5 AUT Interface with Rental Systems (AT/CN/EX/CM)

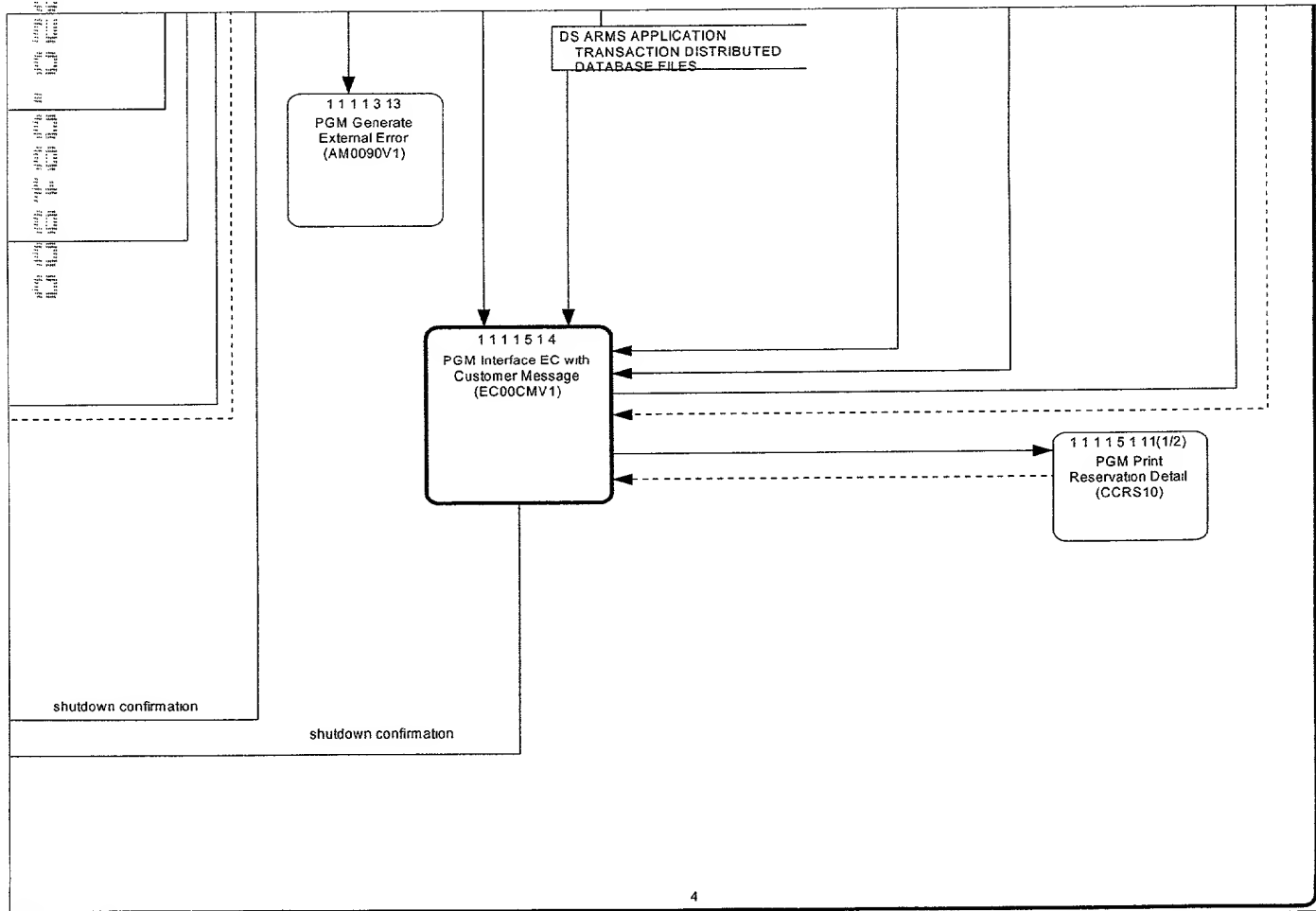
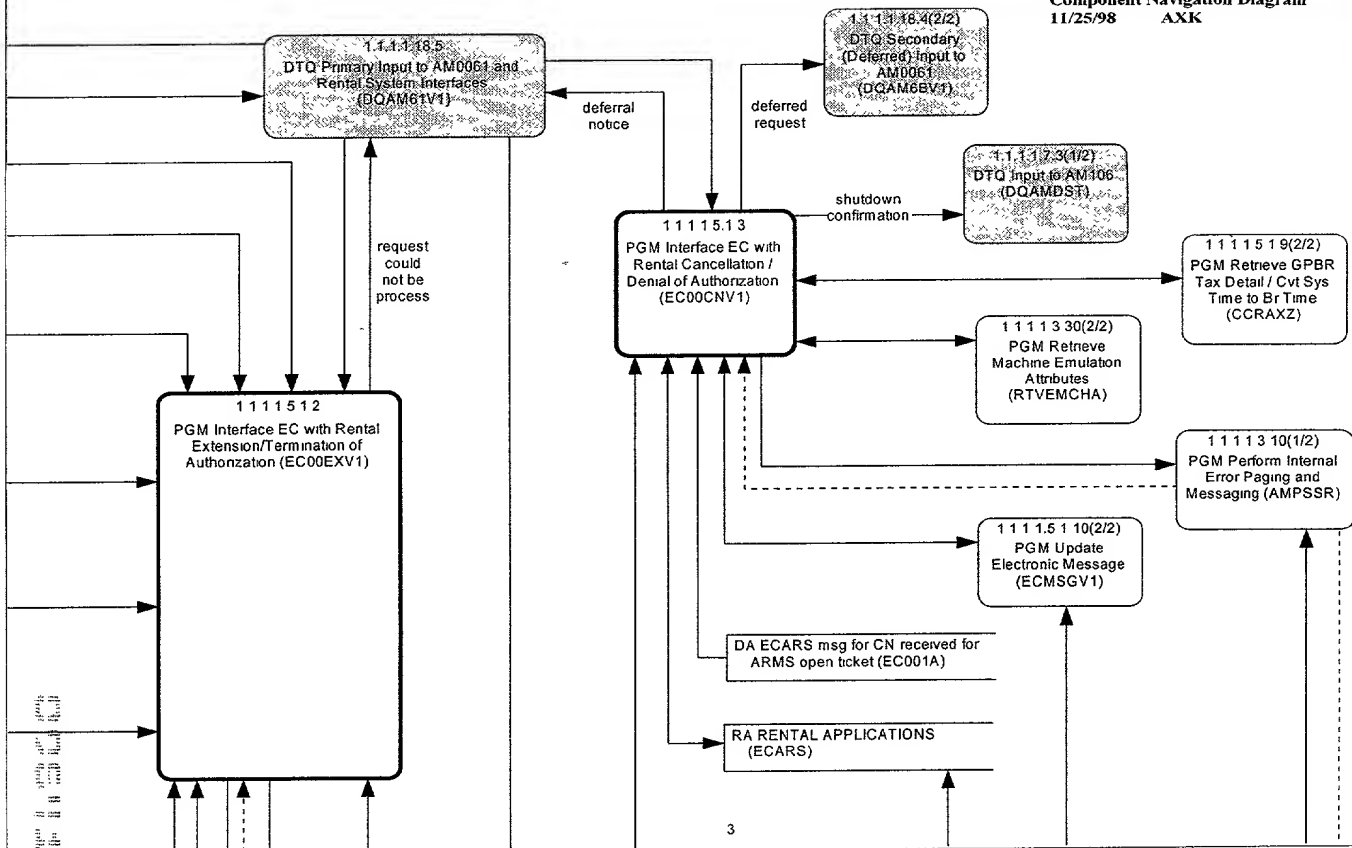
Activity Modes Diagram  
07/15/98

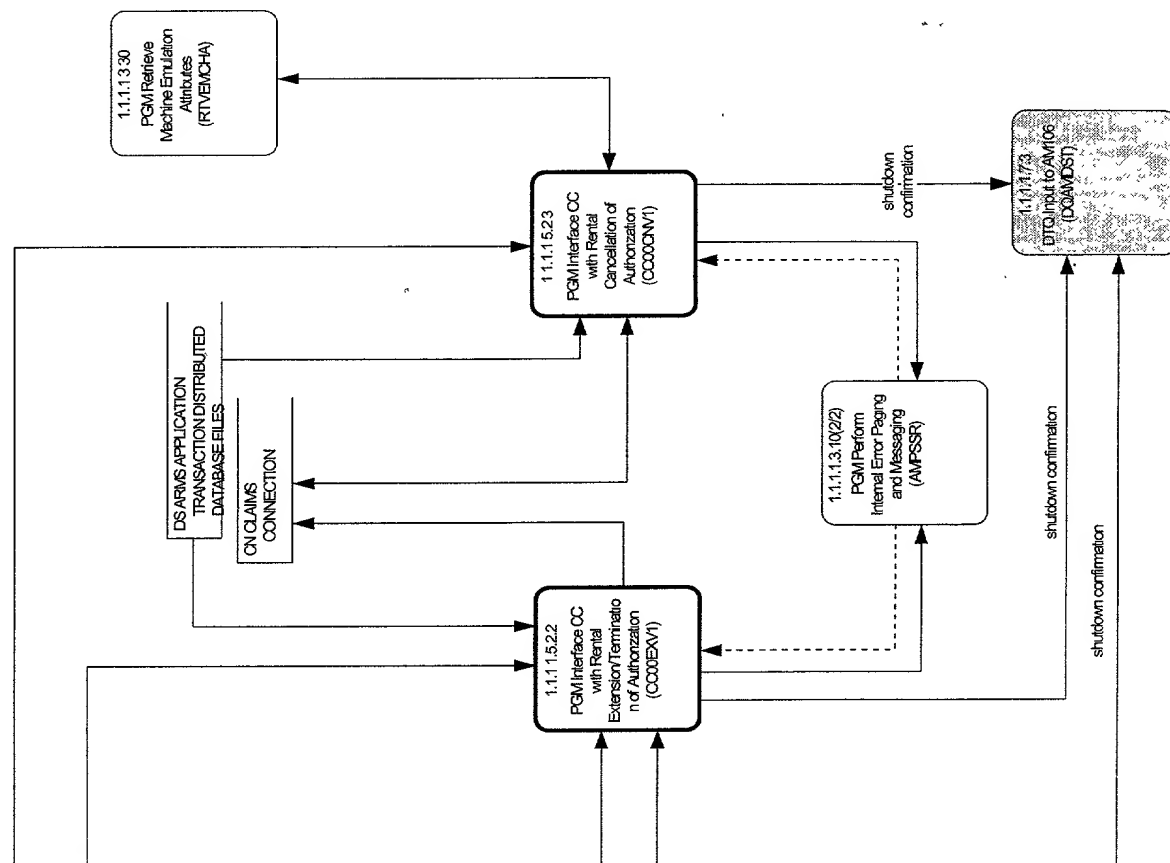
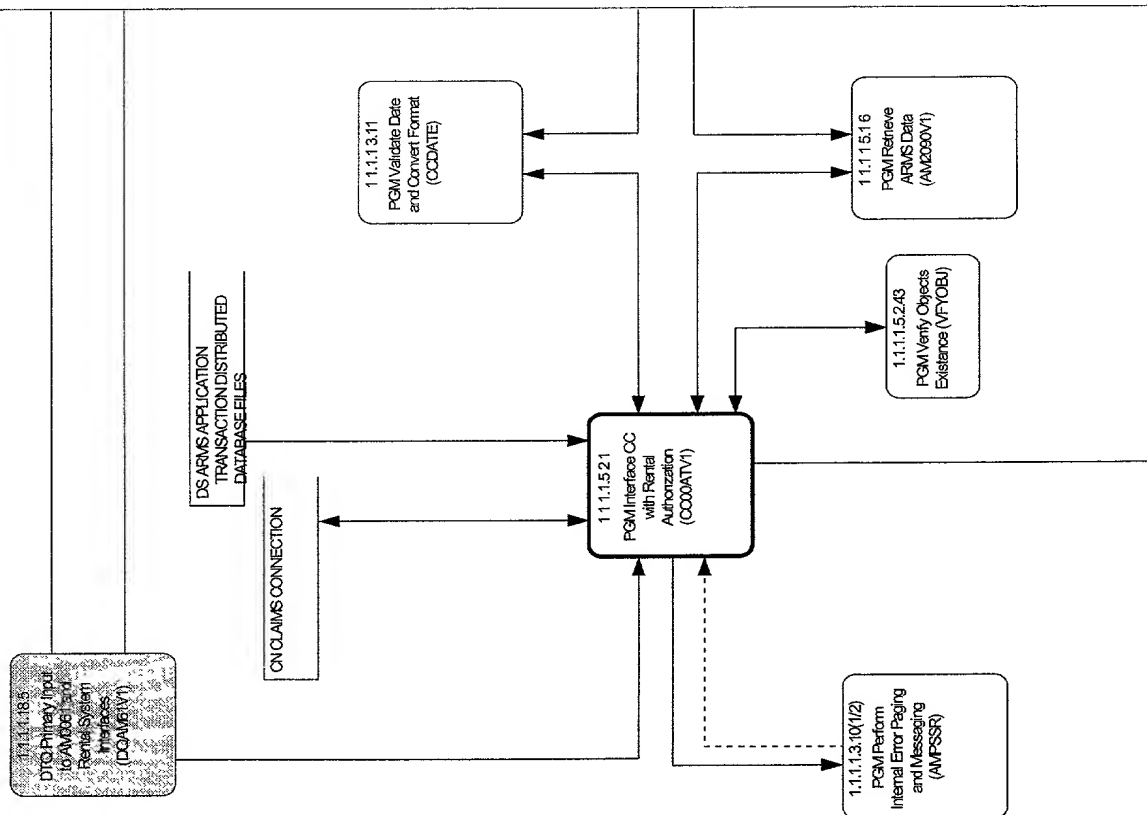
1.1.1.1.5.1.\*  
AUT Interface with  
ECARS  
(AT/CN/EX/CM)

1.1.1.1.5.2.\*  
AUT Interface with  
Claims Connection  
(AT/CN/EX)

EC = ECARS



Component Navigation Diagram  
11/25/98 AXK



Activity Modes Diagram  
07/16/98  
AXK

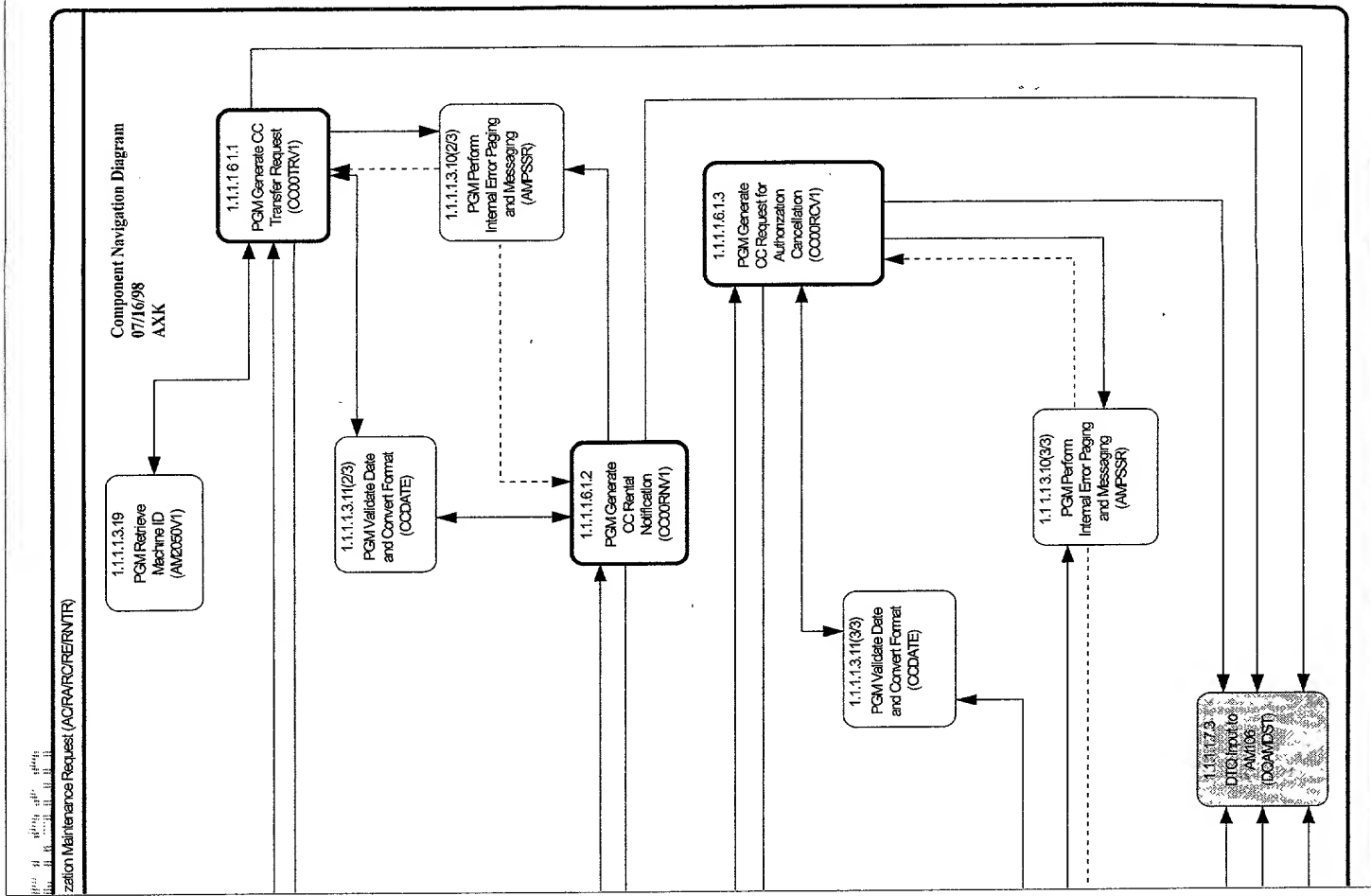
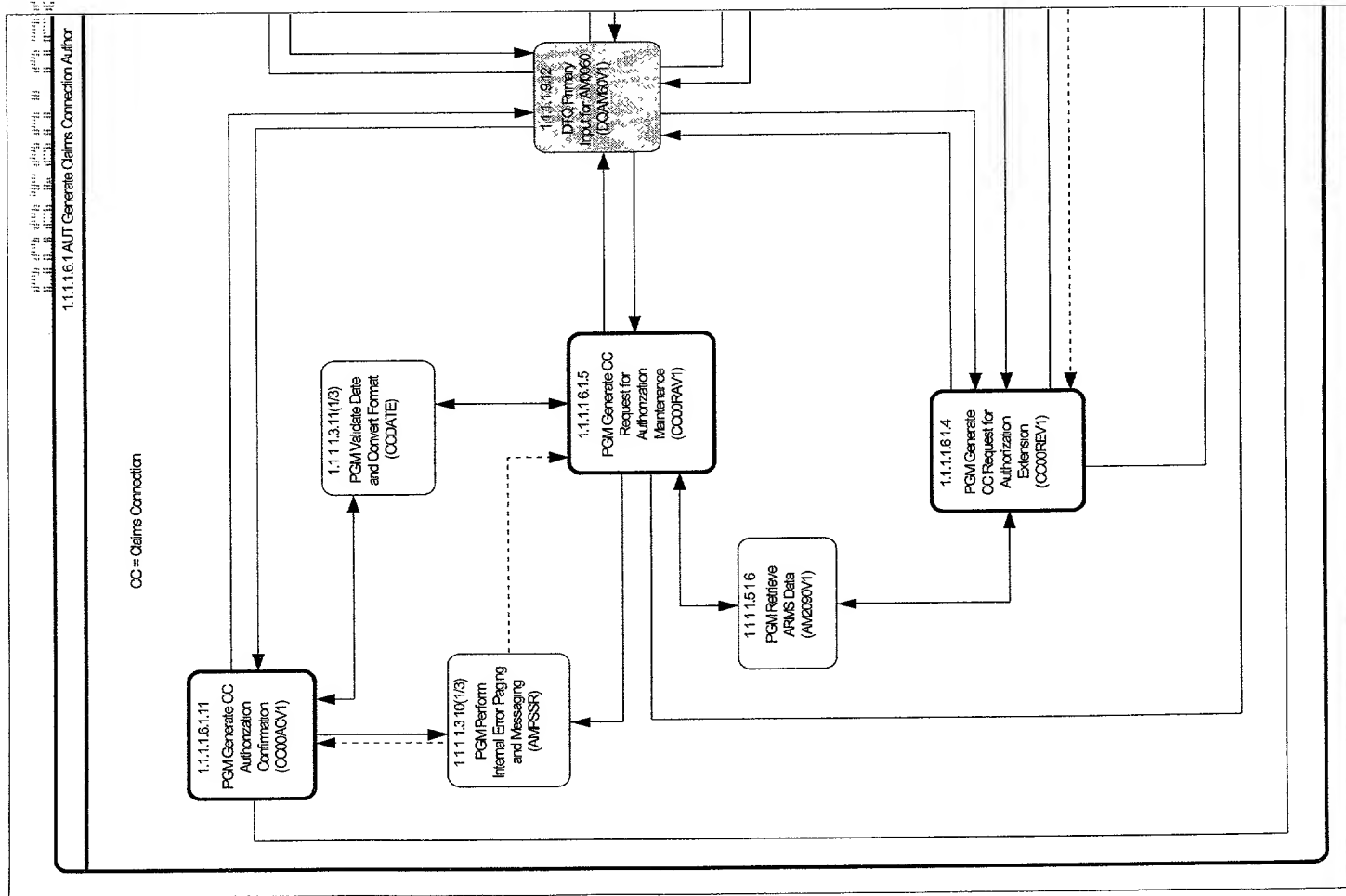
1.1.1.1.6 AUT Generate Vendor Authorization Maintenance Request (AC/RA/RC/RE/RN/TR/VM)

1.1.1.1.6.1.\*

AUT Generate Claims  
Connection Authorization  
Maintenance Request  
(AC/RA/RC/RE/RN/TR)

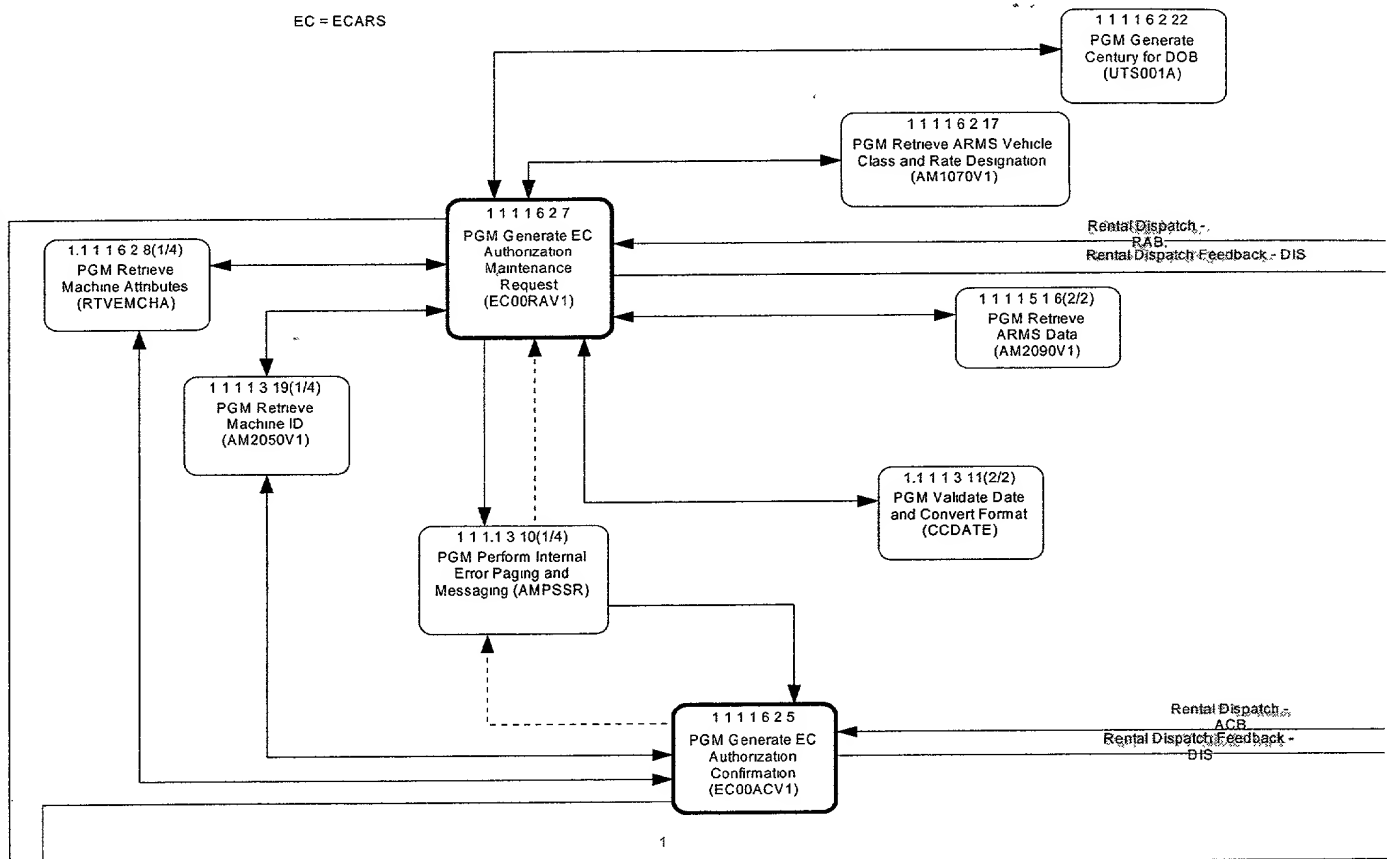
1.1.1.1.6.2.\*

AUT Generate ECARS  
Authorization Maintenance  
Request  
(AC/RA/RC/RE/RN/TR/VM)

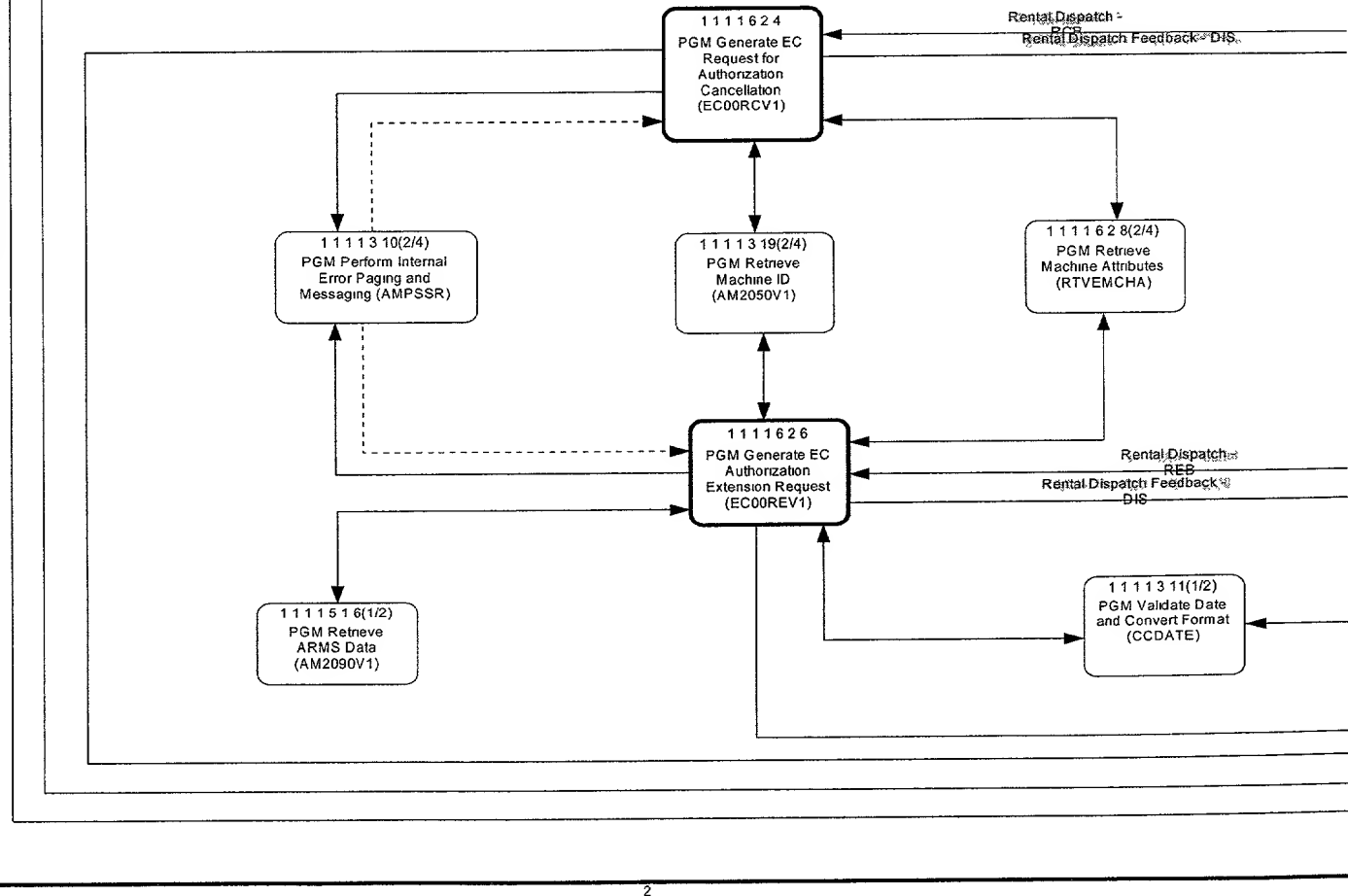




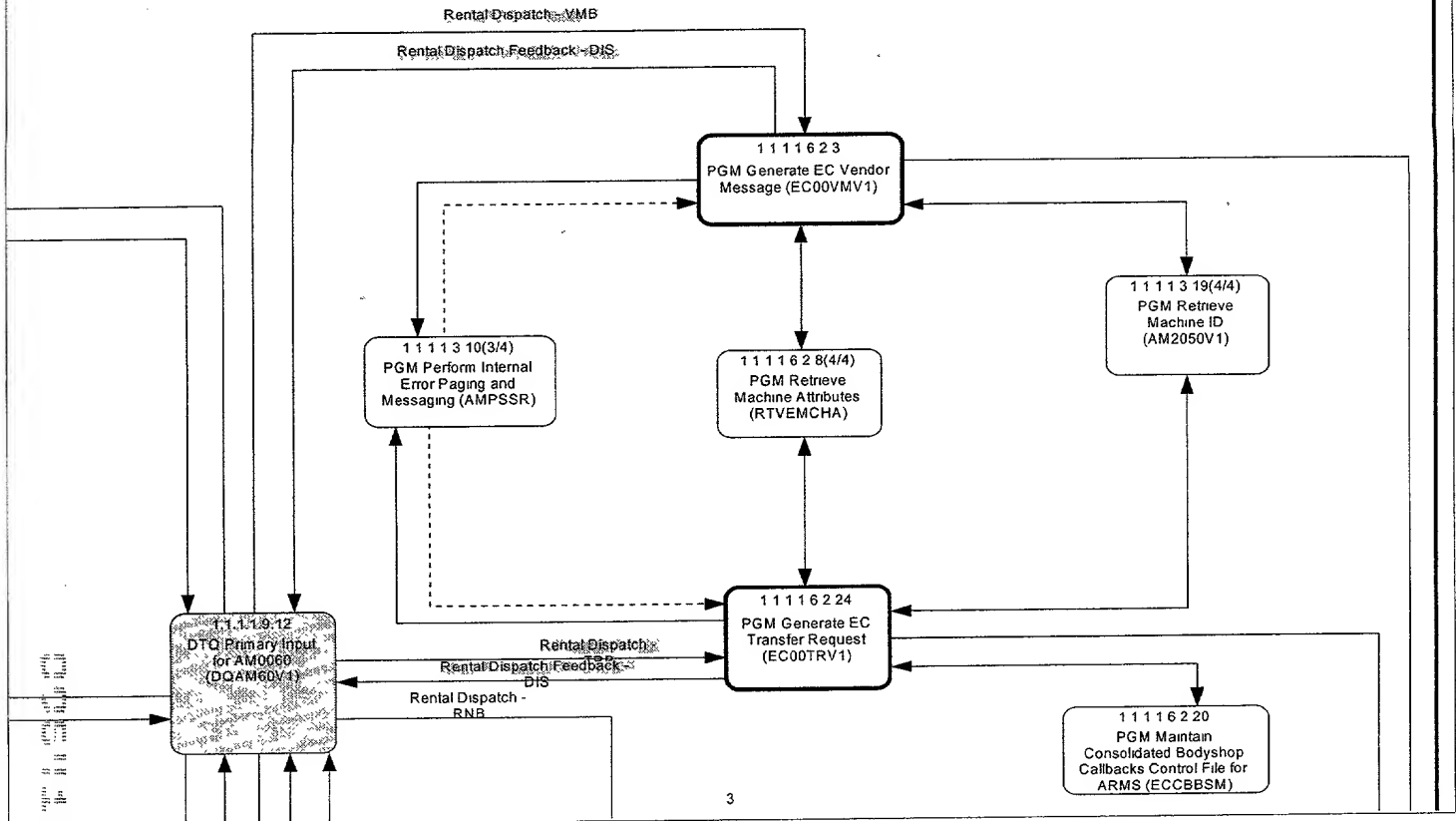
EC = ECARS



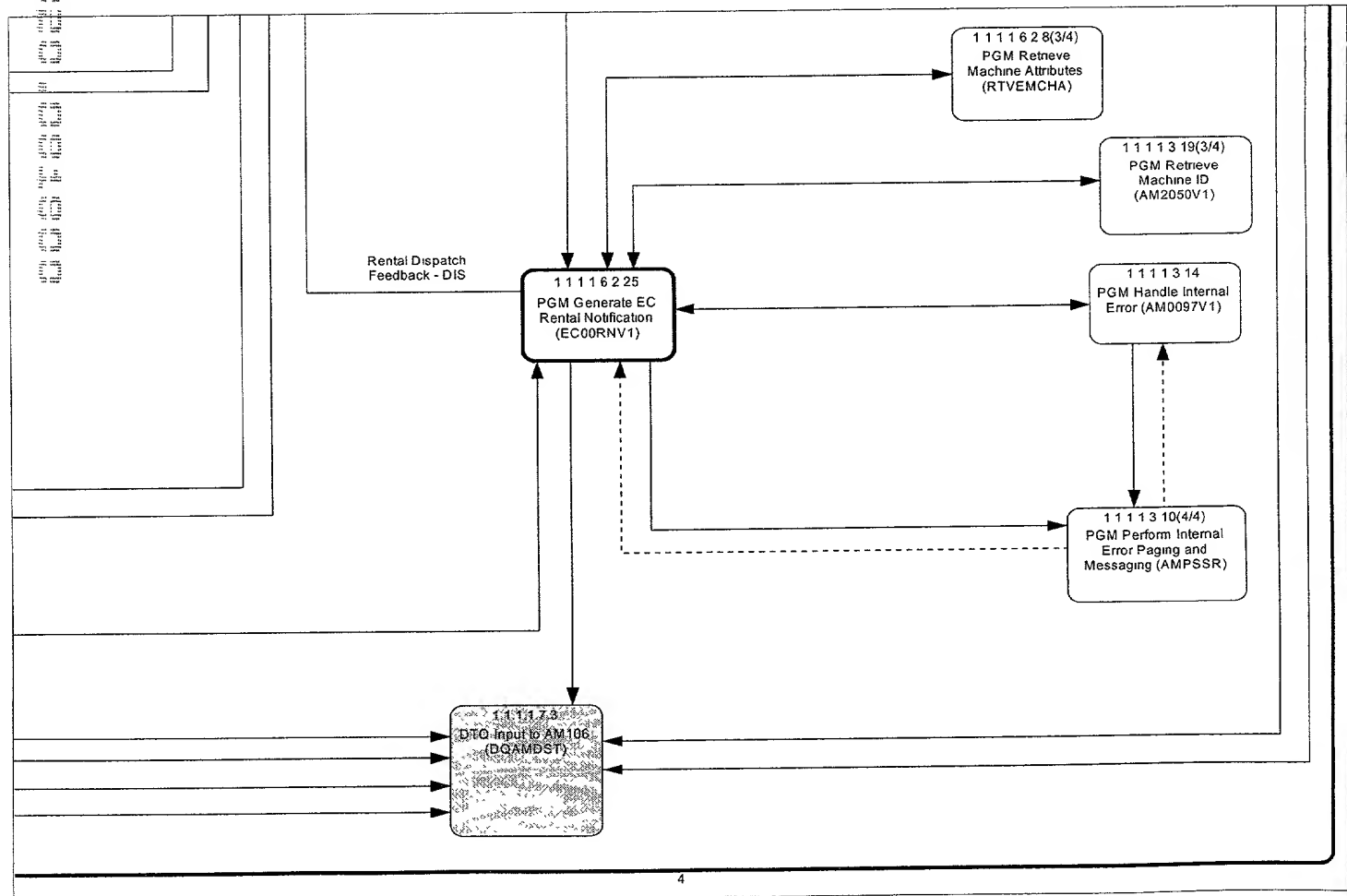
1



2

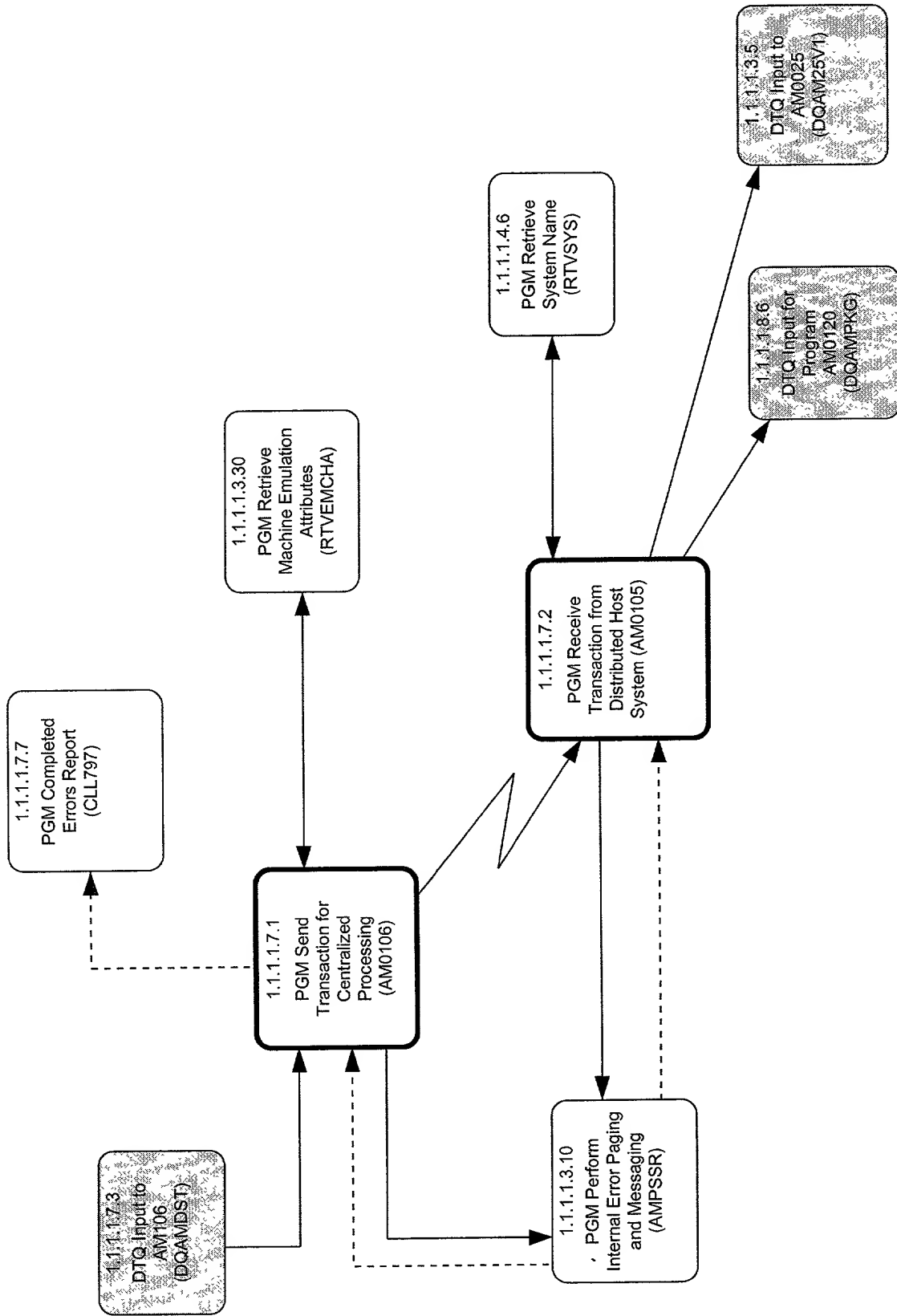


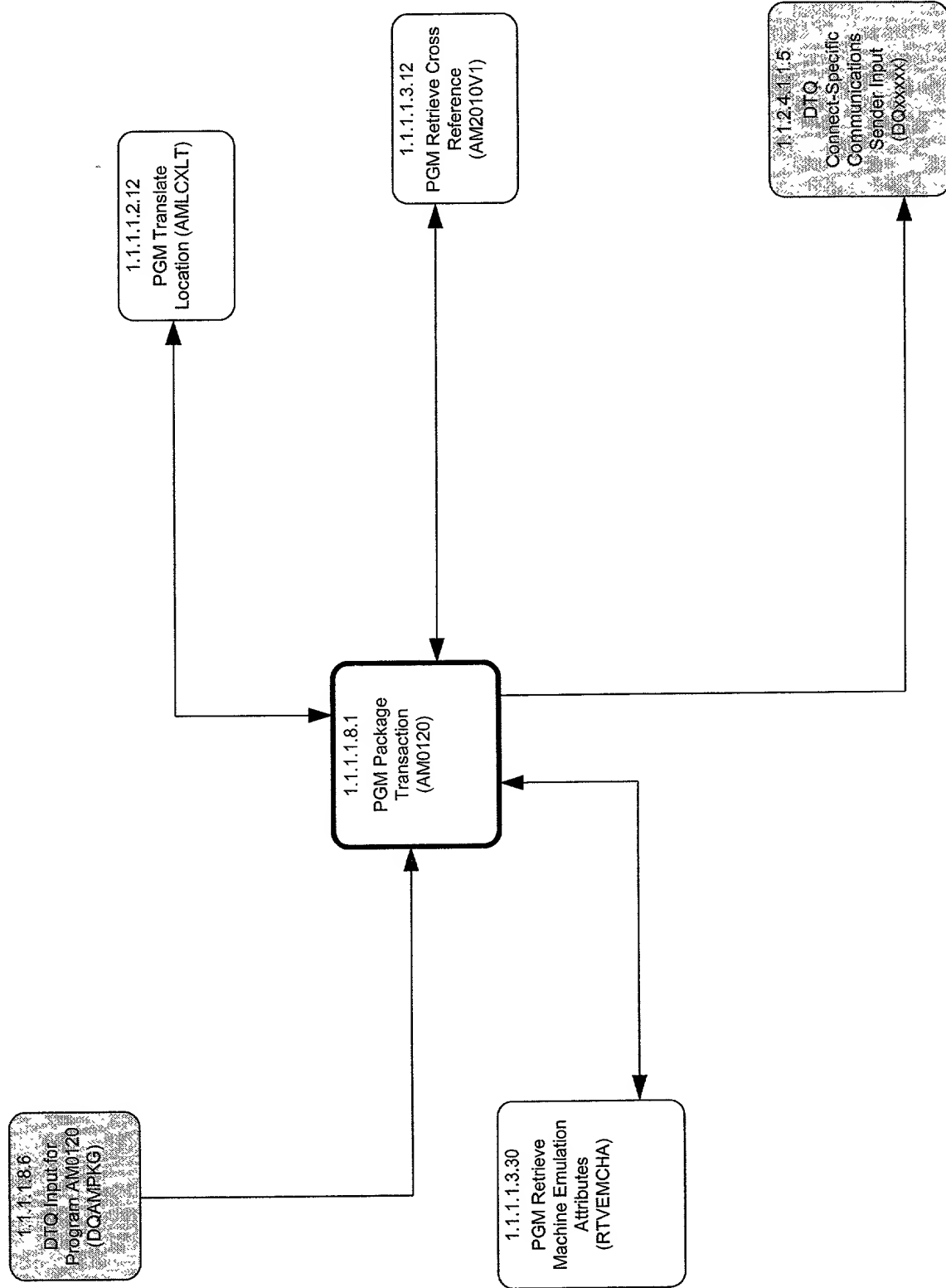
3



4

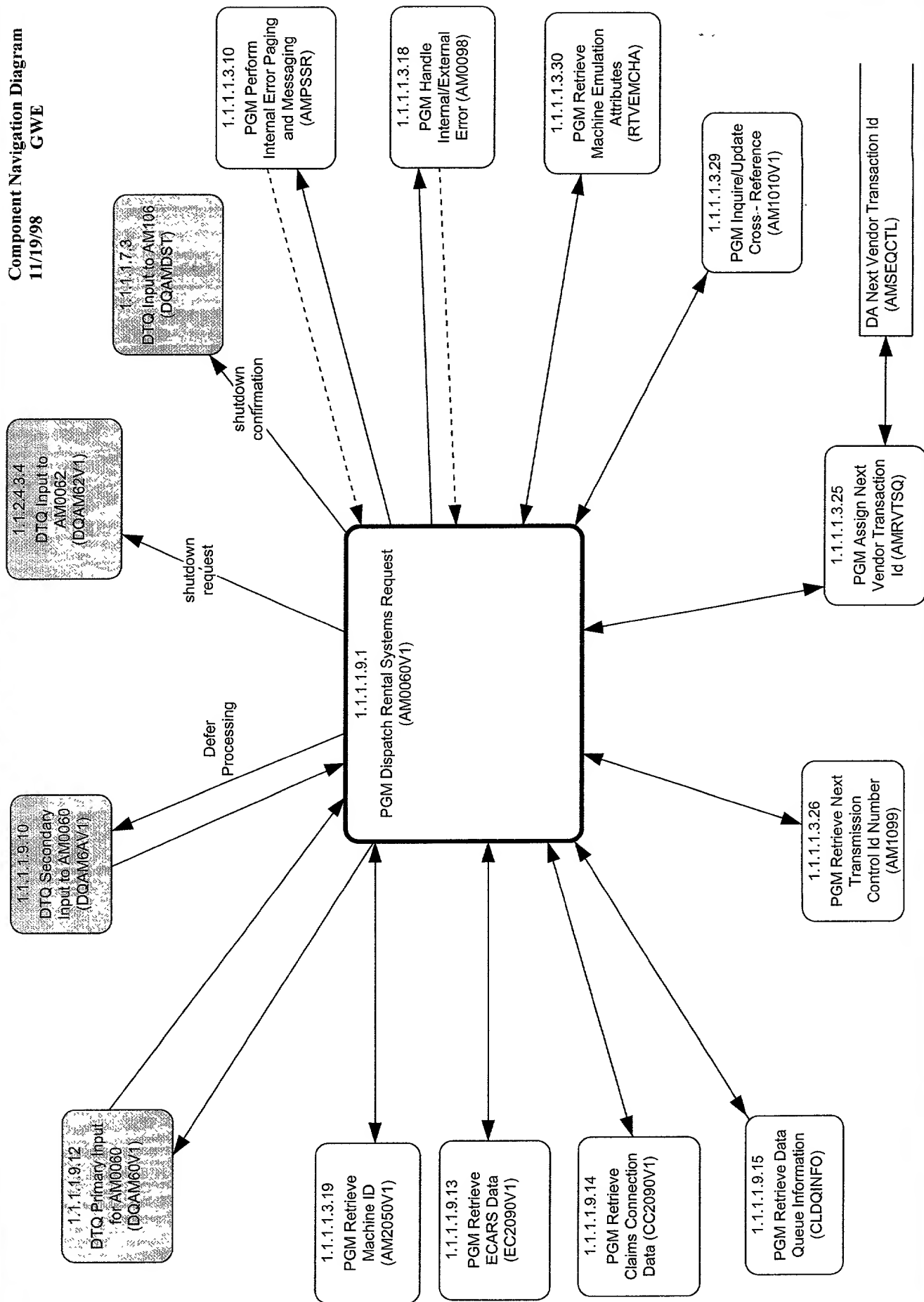
Component Navigation Diagram  
12/01/98 AXK

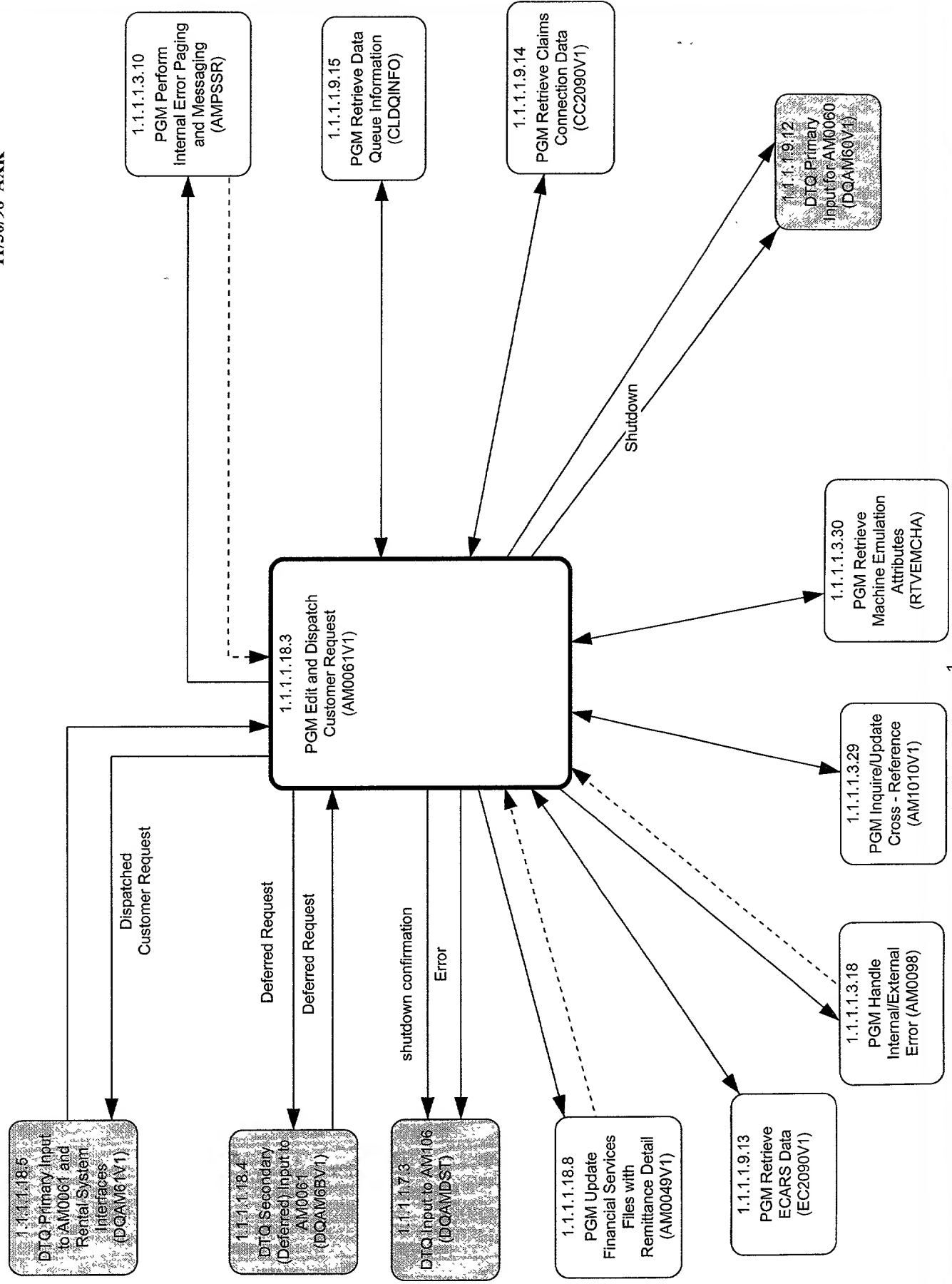


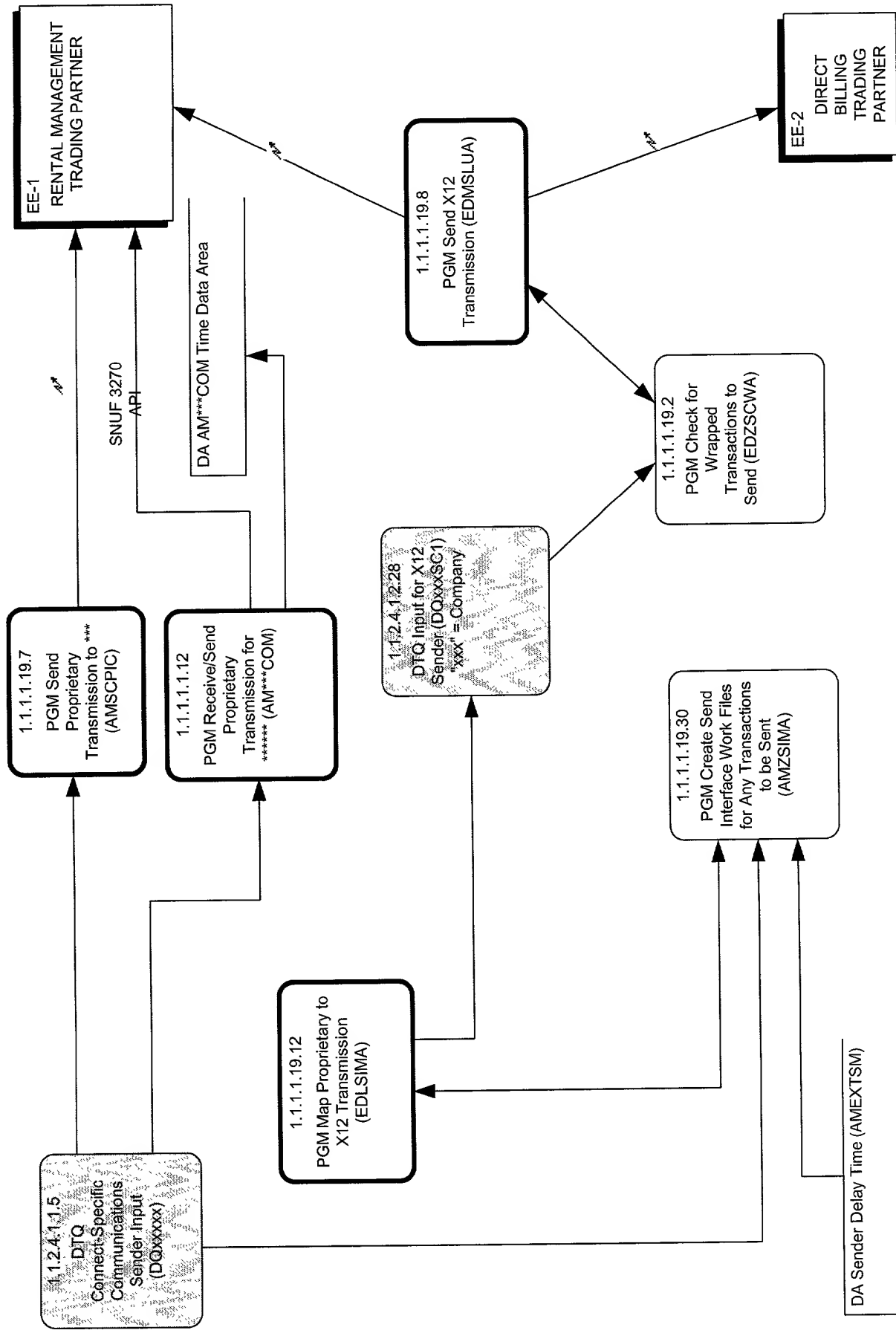


# 1.1.1.1.9 AUT Dispatch Vendor Authorization Maintenance Request

Component Navigation Diagram  
11/19/98  
GWE

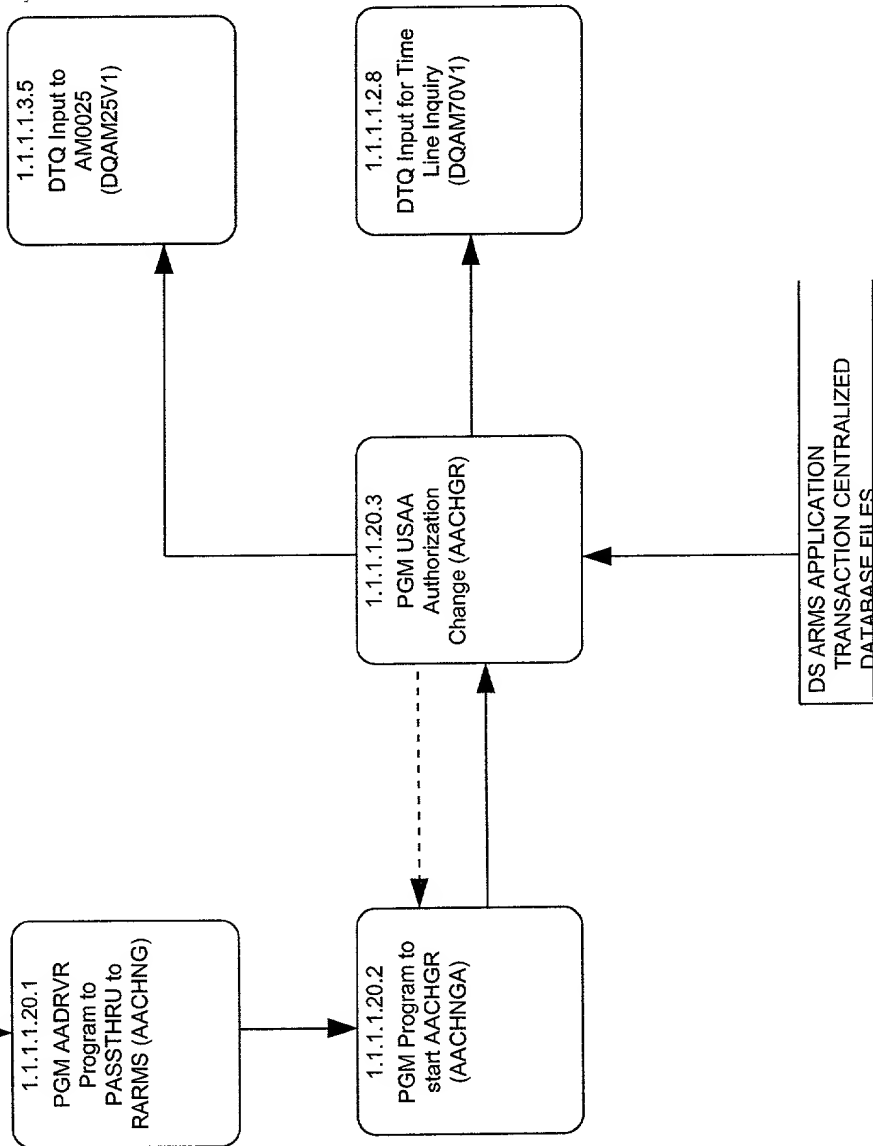






EE-1  
RENTAL MANAGEMENT  
TRADING PARTNER

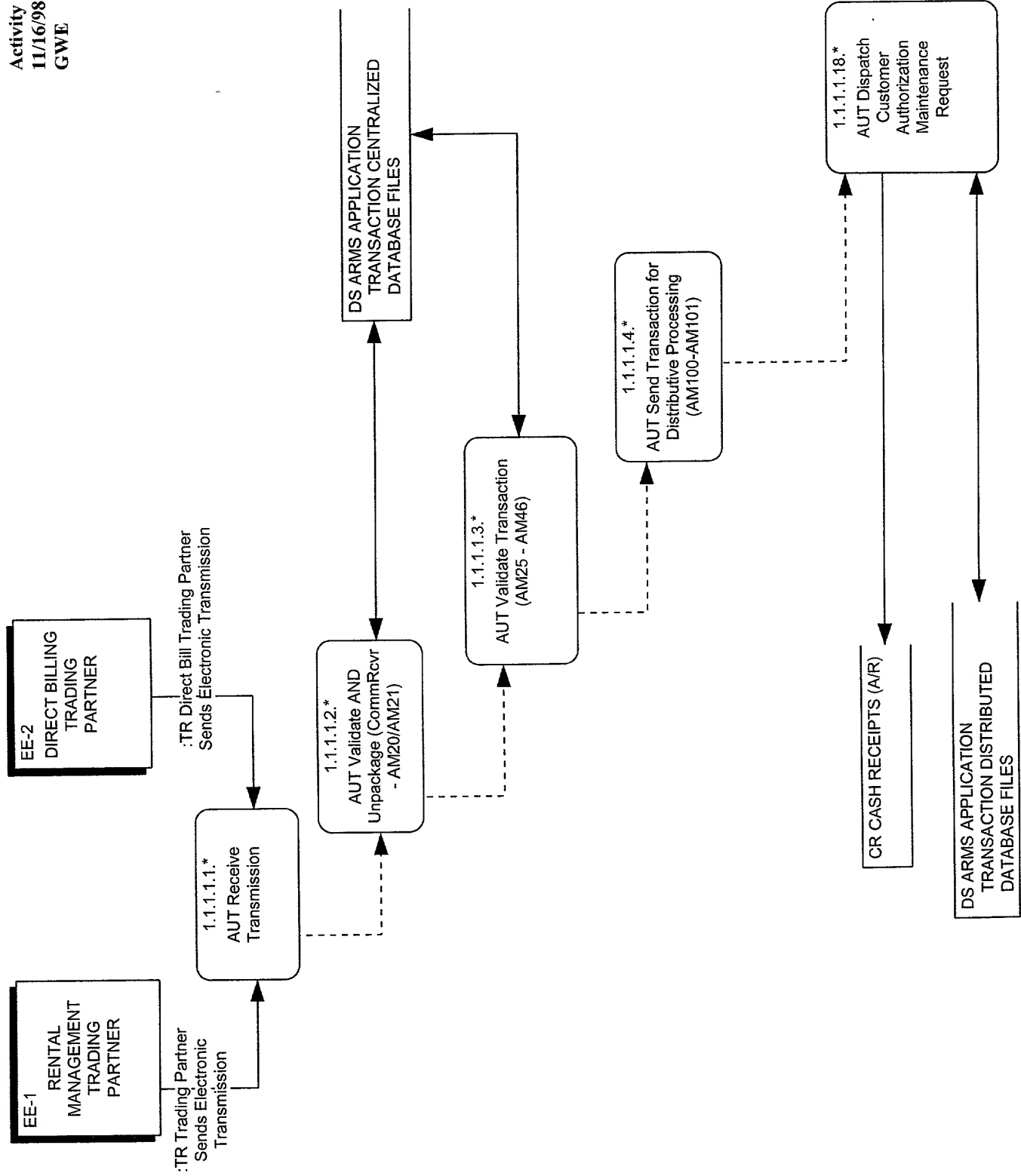
Component Navigation  
Diagram  
6/21/99  
RDS



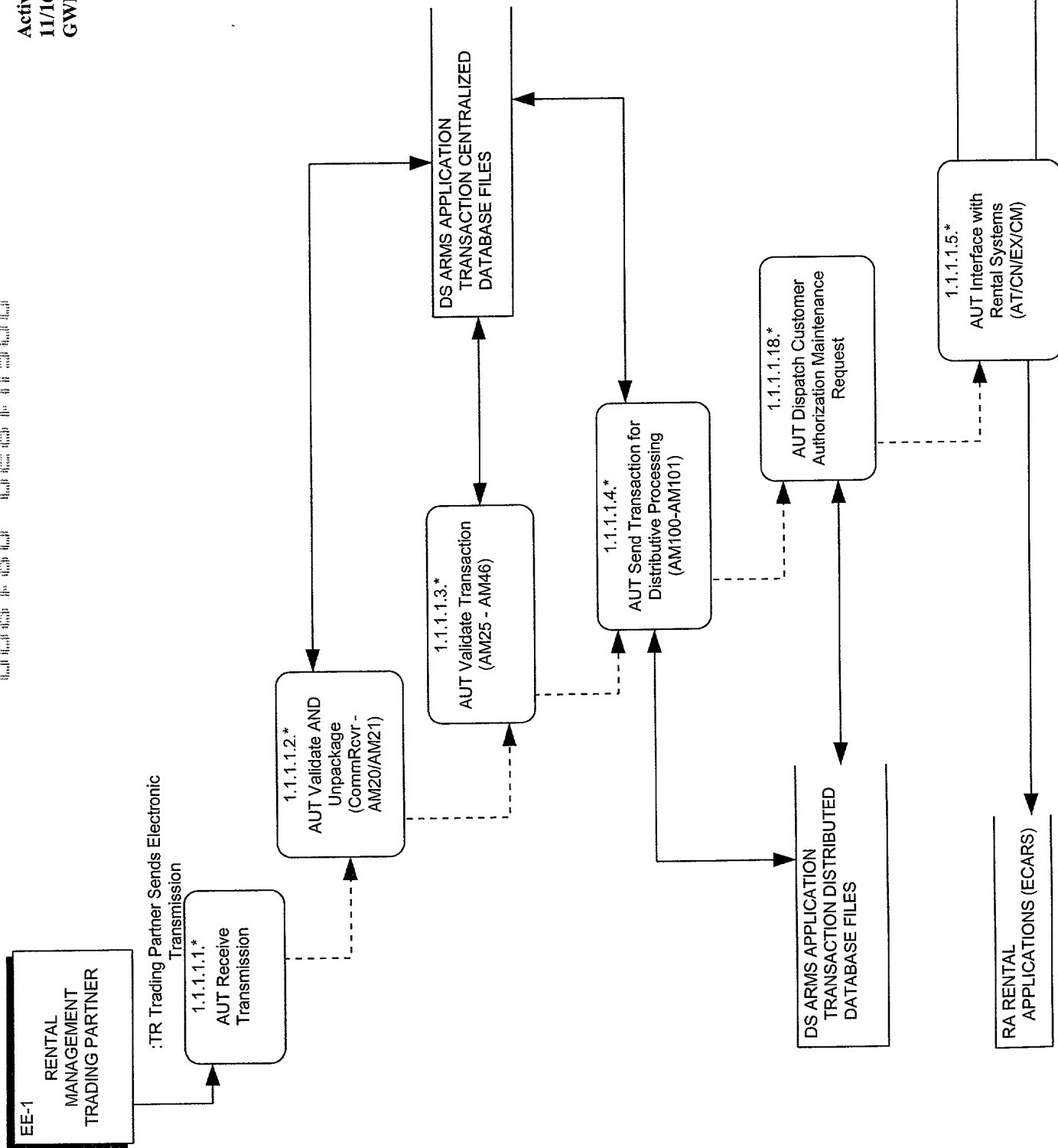


# 1.1.1.2 BT Manage Customer Remittance

Activity Dependency Diagram  
11/16/98  
GWE



**Activity Dependency Diagram**  
**11/16/98**  
**GWE**



1.1.2 AA Rental Systems Business Transactions

Business Transactions  
07/16/98

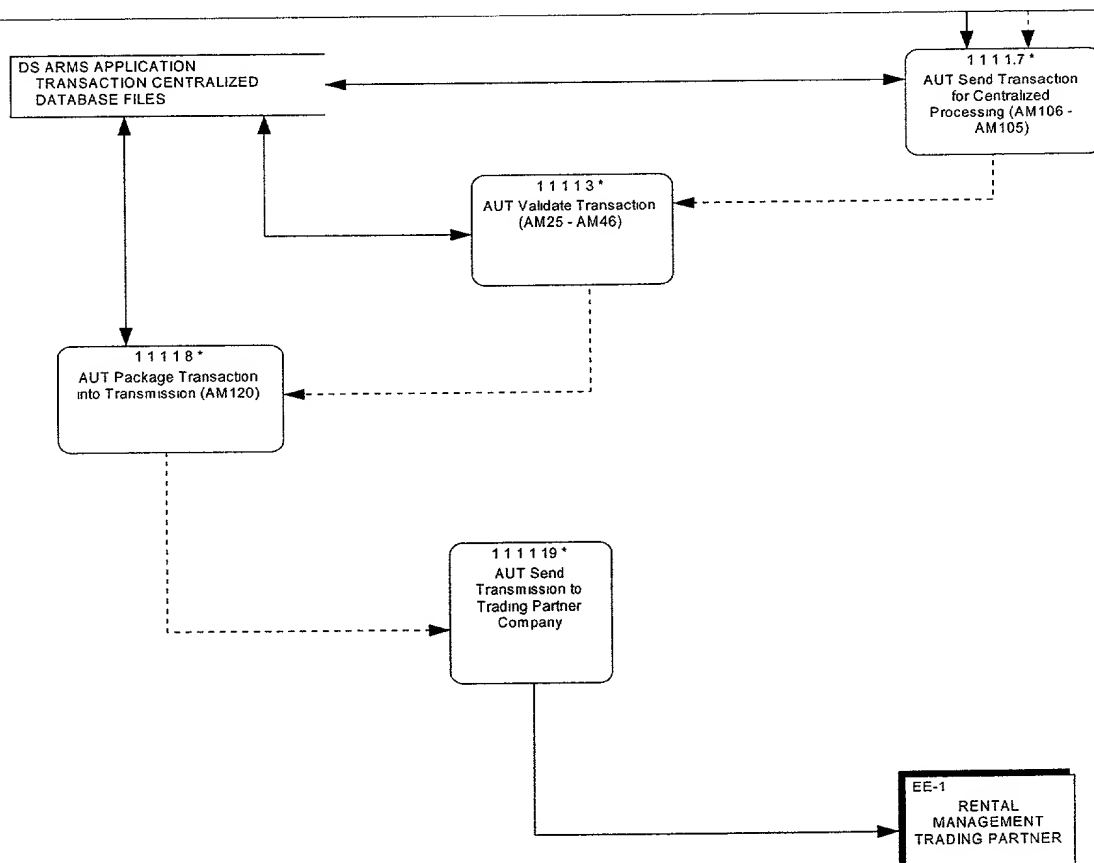
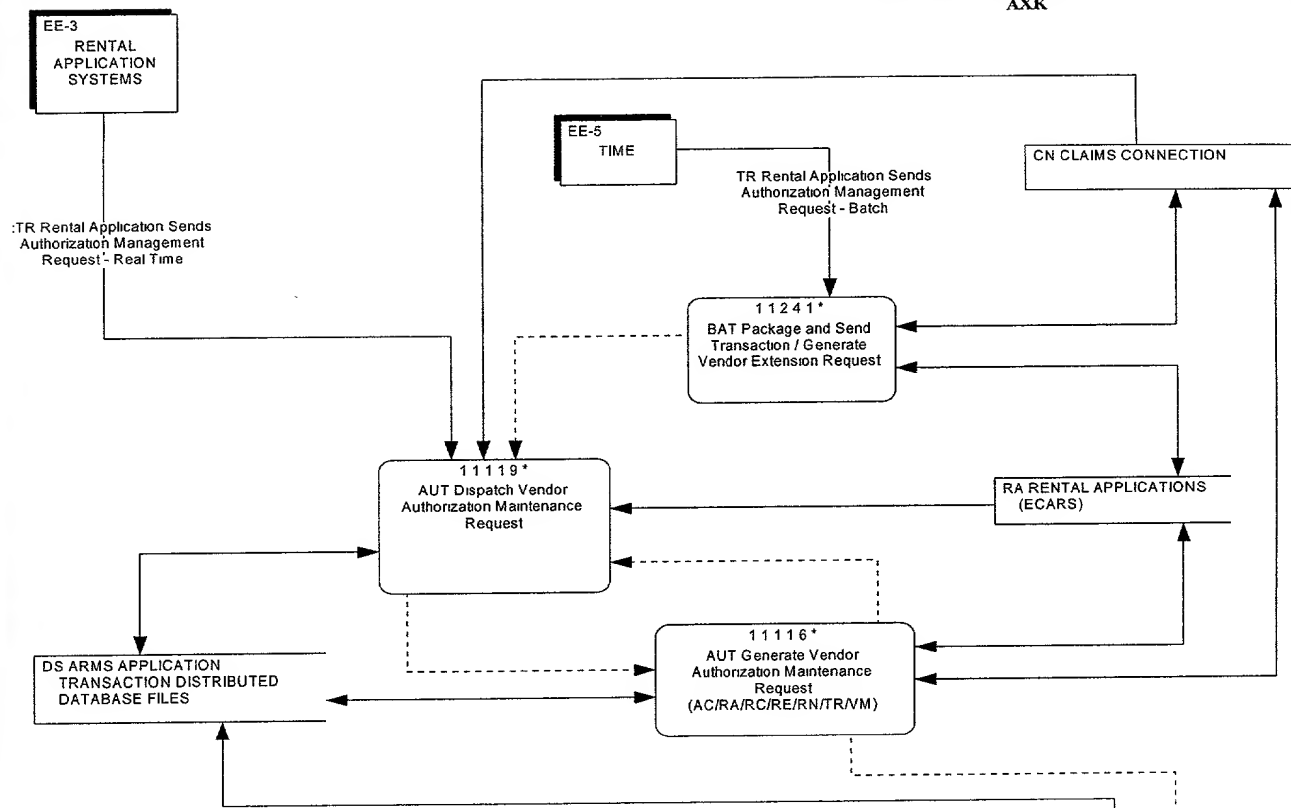
1.1.2.1.\*  
BT Request for  
Authorization  
Management by  
Vendor

1.1.2.2.\*  
BT Generate & Send  
Rental Maintenance  
Notification

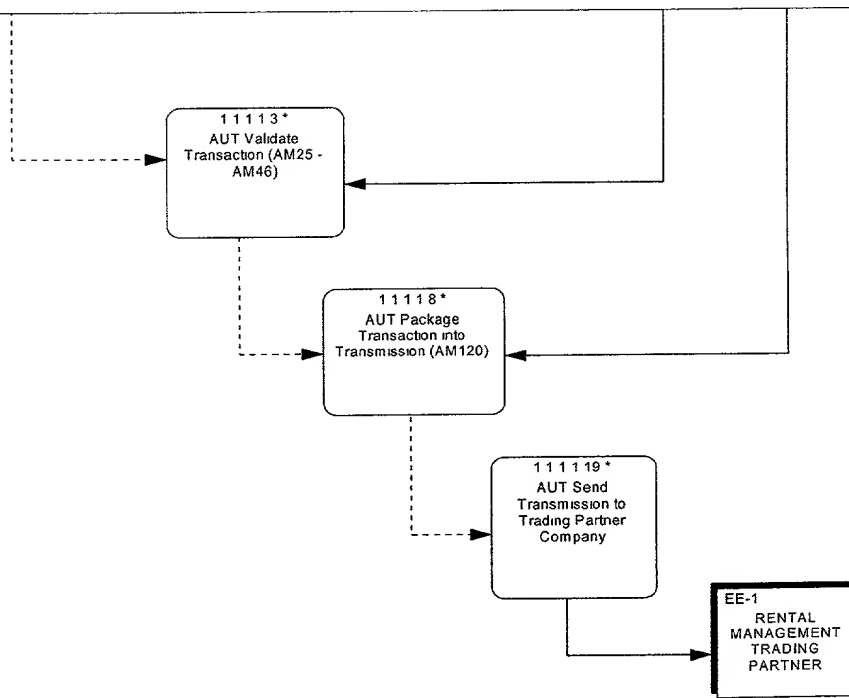
1.1.2.3.\*  
BT Manage Vendor  
Messages

1.1.2.4.\*  
BT Generate &  
Send Electronic  
Billing Invoice and  
Batch Extensions

1.1.2.5.\*  
BT Close ARMS  
Authorized Ticket

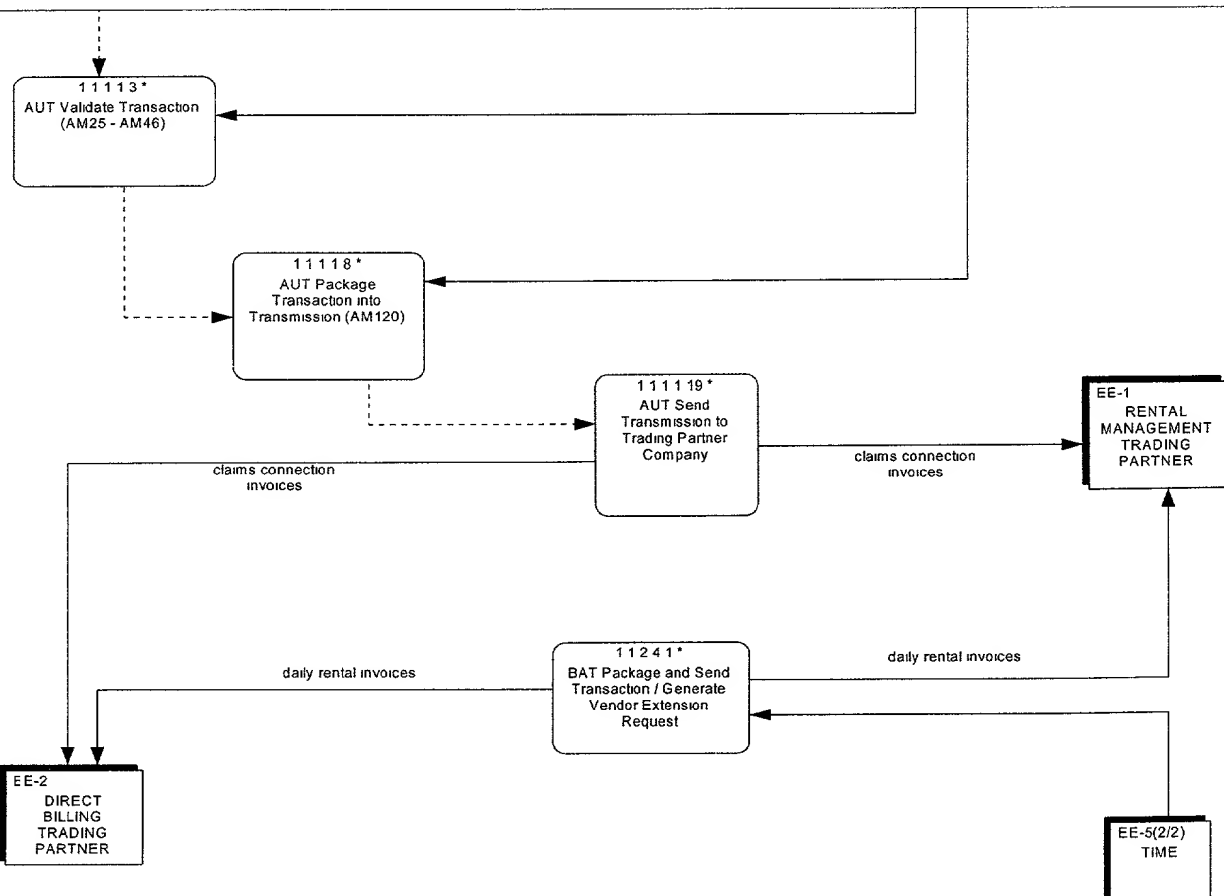
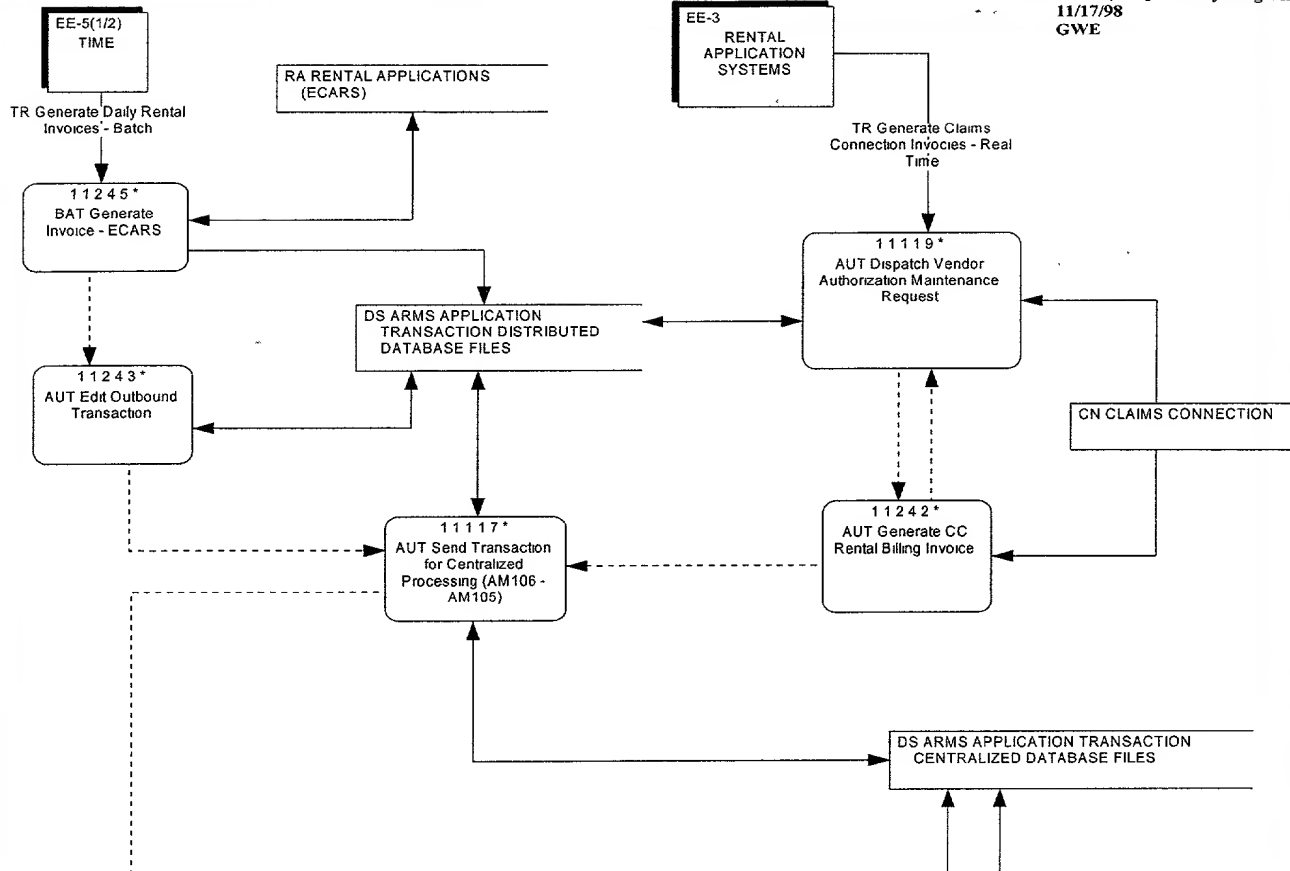


**Activity Dependency Diagram**  
11/17/98  
GWE



EE-3  
RENTAL  
APPLICATION  
SYSTEMSTR Rental Application Sends  
Electronic Request - Real Time11119\*  
AUT Dispatch Vendor  
Authorization  
Maintenance RequestRA RENTAL  
APPLICATIONS (ECARS)DS ARMS APPLICATION  
TRANSACTION DISTRIBUTED  
DATABASE FILES11116\*  
AUT Generate Vendor  
Authorization Maintenance  
Request  
(AC/RA/RC/RE/RN/TR/VM)11117\*  
AUT Send Transaction for  
Centralized Processing  
(AM106 - AM105)11113\*  
AUT Validate  
Transaction (AM25 -  
AM46)DS ARMS APPLICATION TRANSACTION  
CENTRALIZED DATABASE FILES11118\*  
AUT Package  
Transaction into  
Transmission (AM120)111119\*  
AUT Send  
Transmission to  
Trading Partner  
CompanyEE-1  
RENTAL  
MANAGEMENT  
TRADING PARTNER

1123 BT Manage Vendor Messages



Activity Modes Diagram

AXK

07/13/98

1.1.2.4.1.1.\*  
BAT Package and  
Send Transactions  
to Non-\*\*\*\*\*

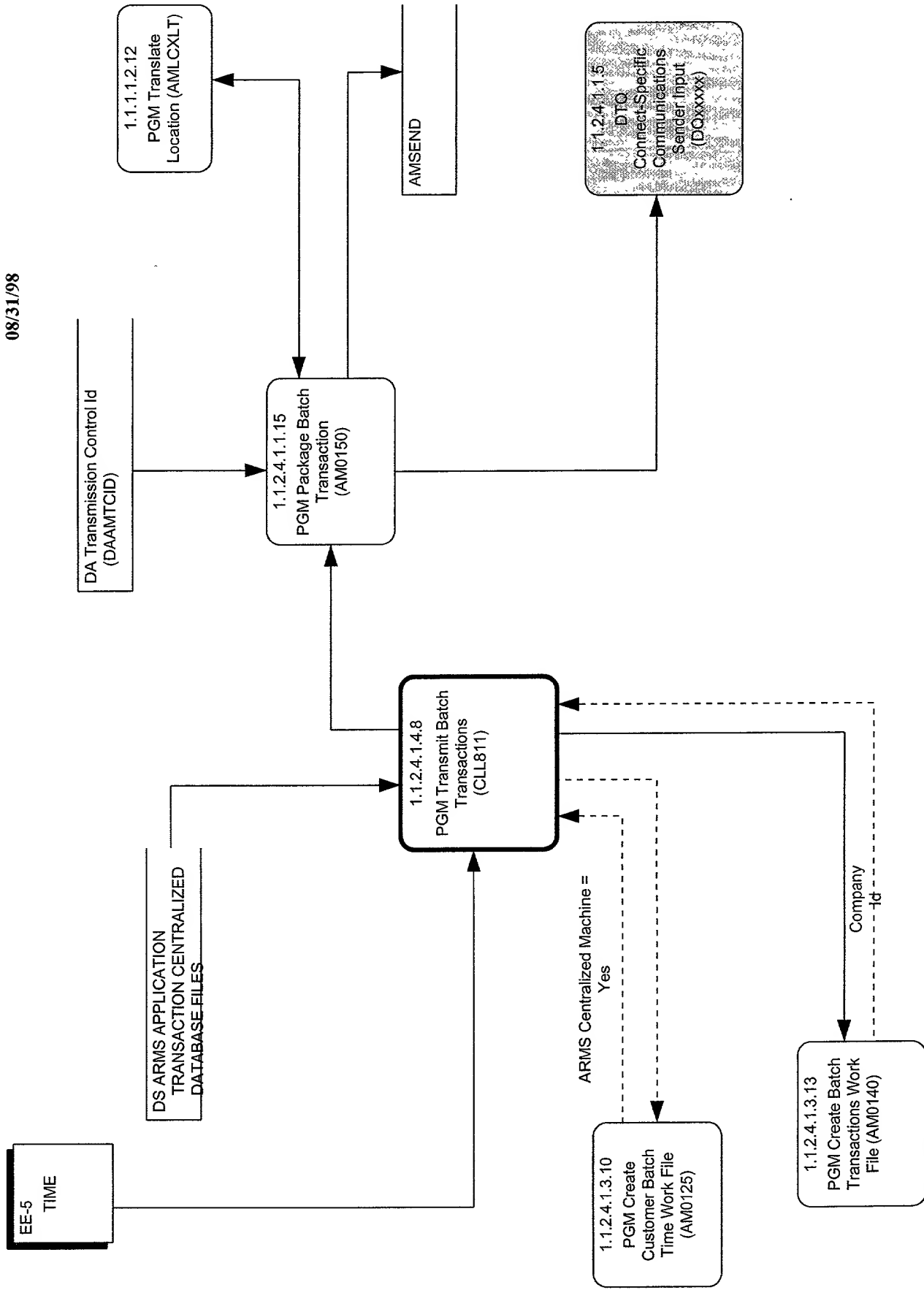
1.1.2.4.1.3.\*  
BAT Package and  
Send Transactions  
to \*\*\*\*\*

1.1.2.4.1.2.\*  
BAT Package and  
Send Transactions  
for X12

1.1.2.4.1.4.\*  
BAT Generate Vendor  
Request for Authorization  
Extension



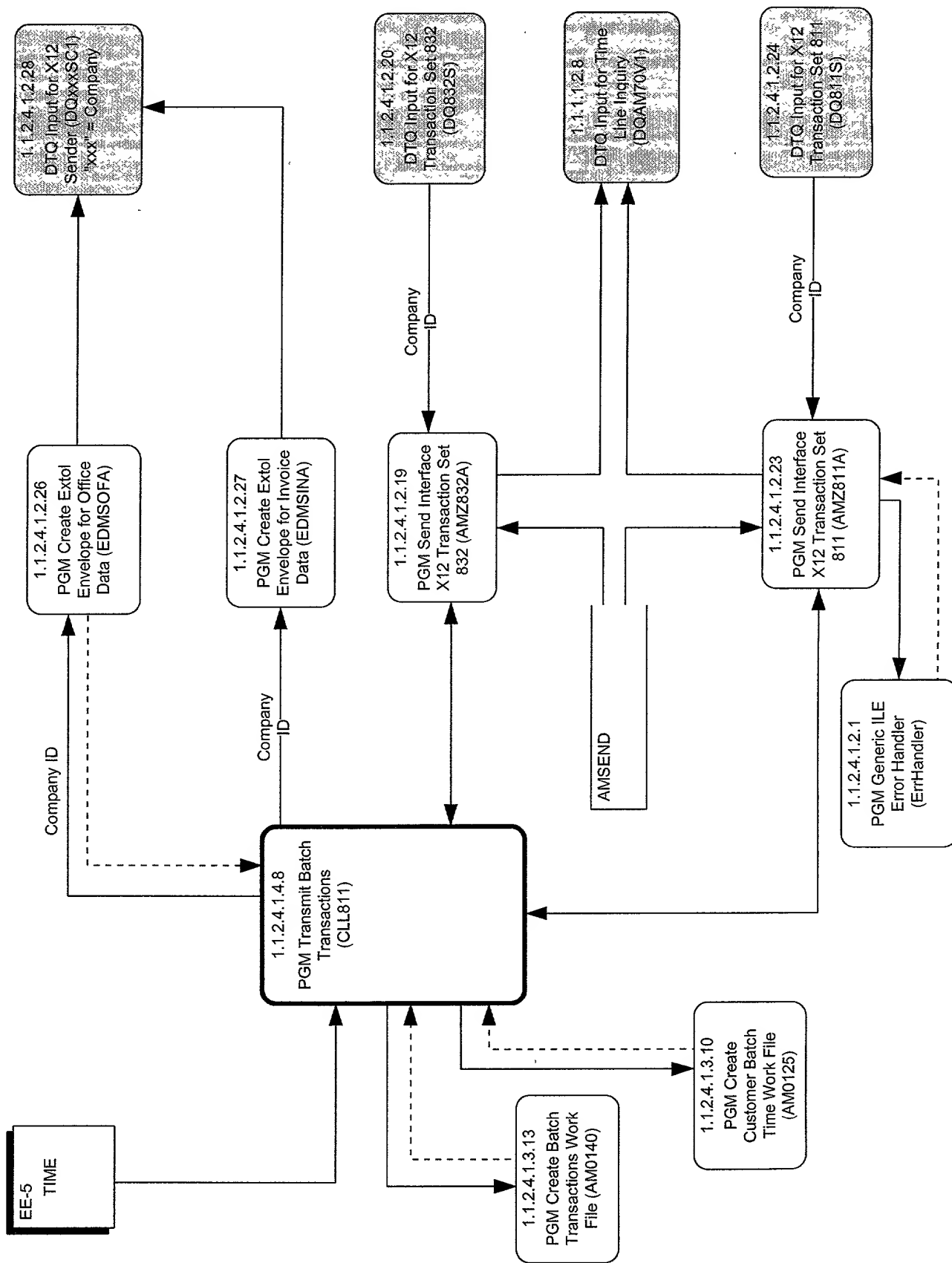
## Component Navigation Diagram

RDS  
08/31/98

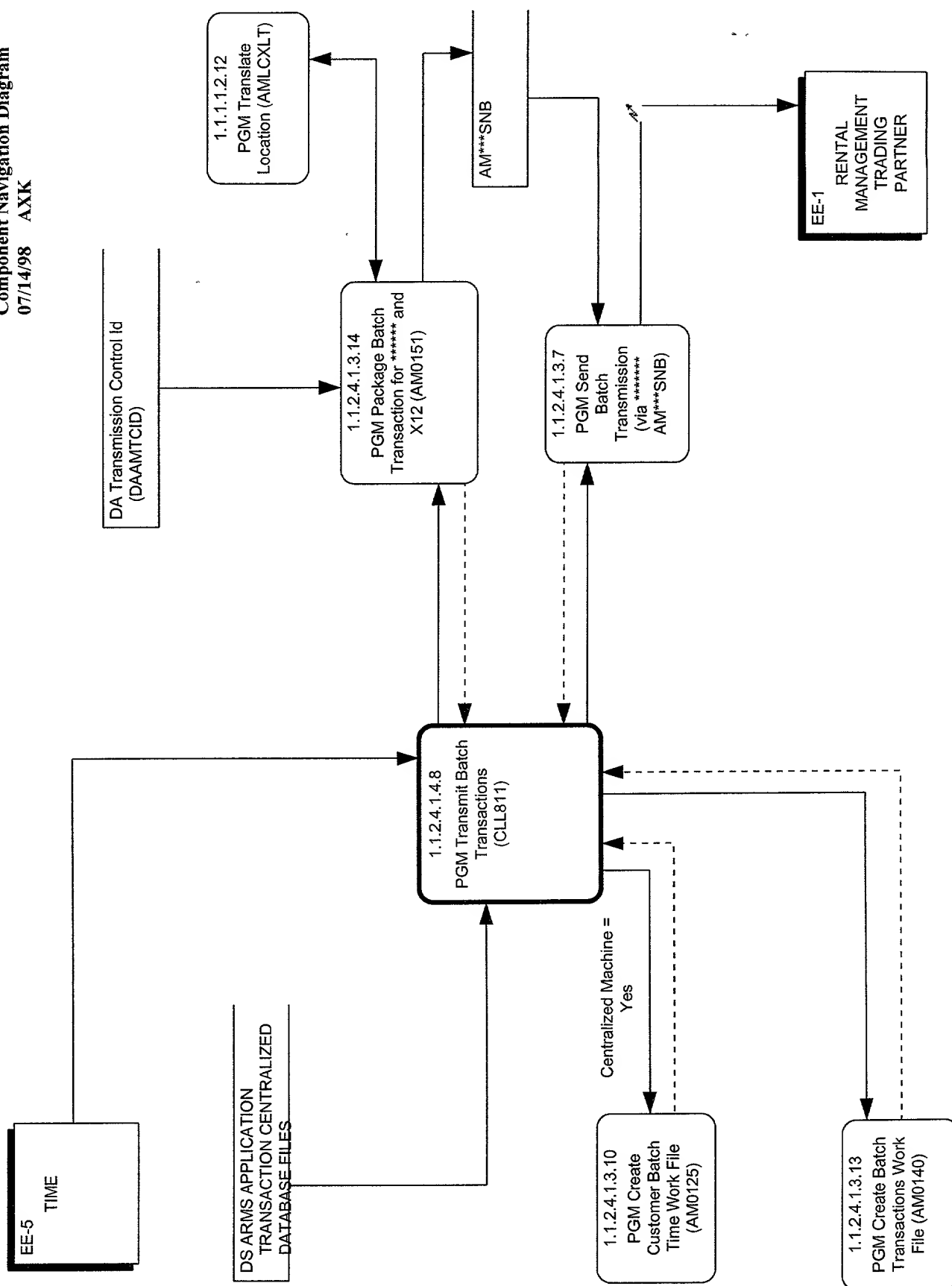
### 1.1.2.4.1.2 BAT Package and Send Transaction

## Axi

07/14/98



**Component Navigation Diagram**  
**07/14/98 AXK**

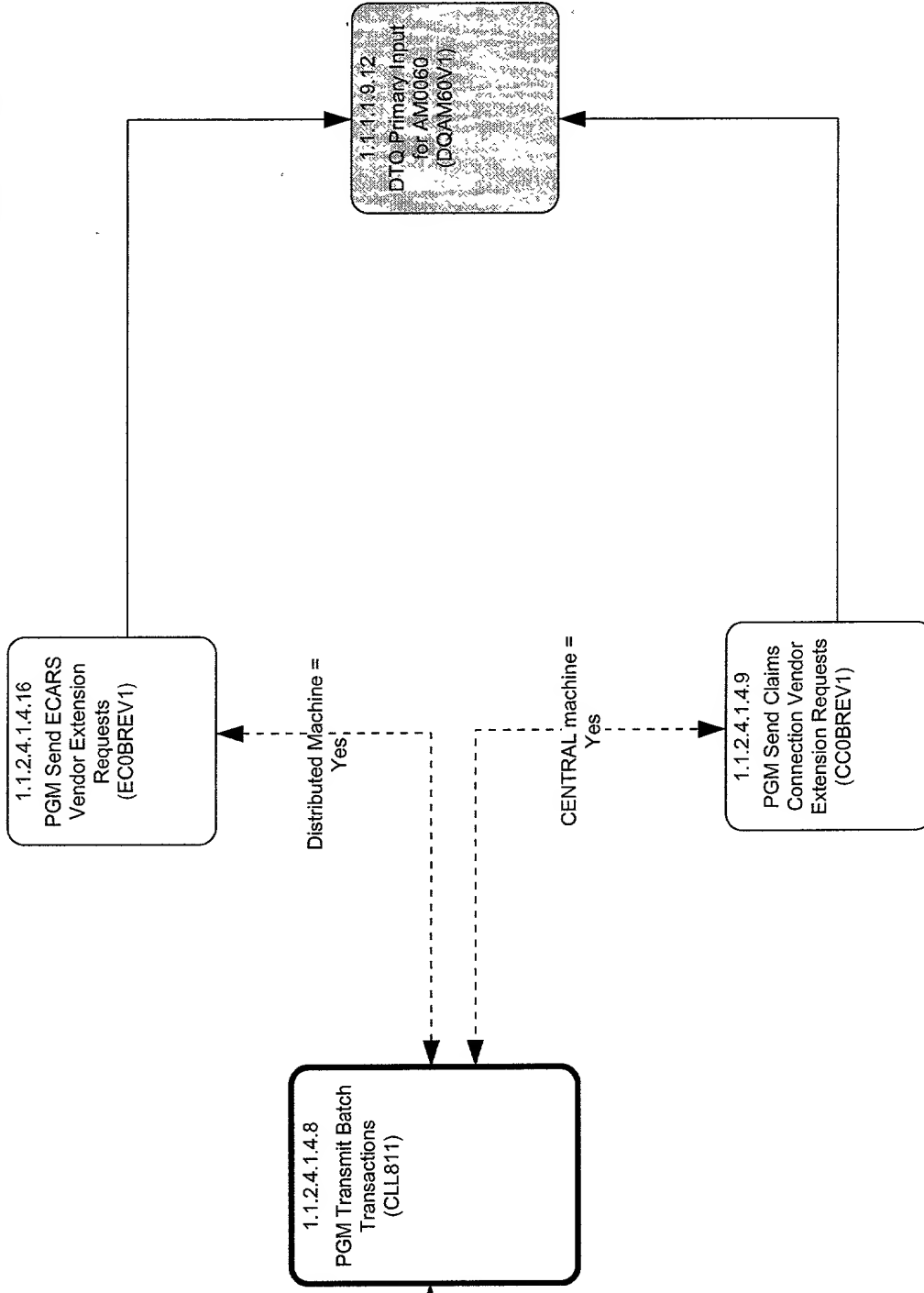


1.1.2.4.1.4 BAT Generate Vendor Request for Authorization Extension

Component Navigation Diagram  
11/23/98 GWE

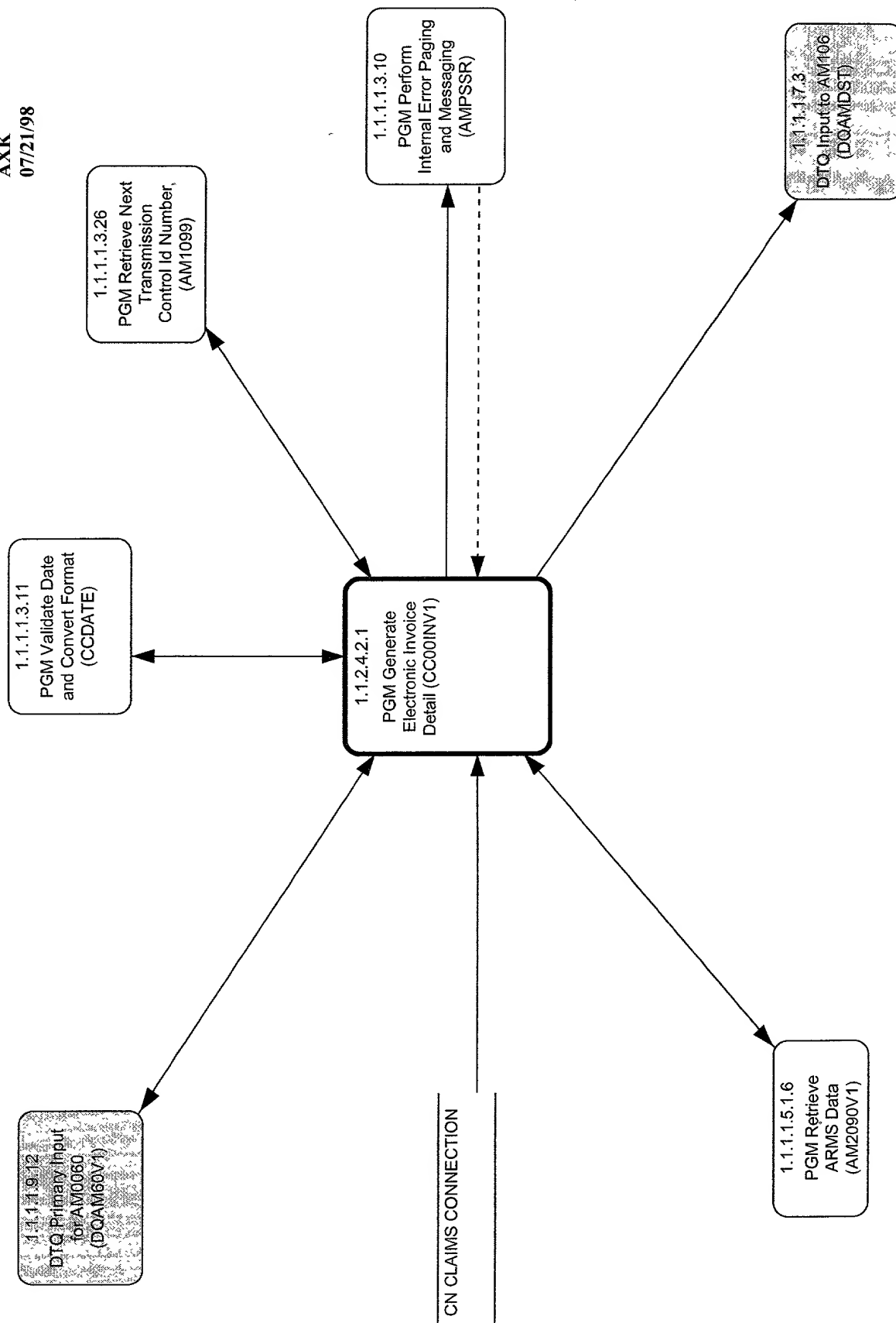
1.1.2.4.1.4 BAT Generate Vendor Request for Authorization Extension

EE-5  
TIME



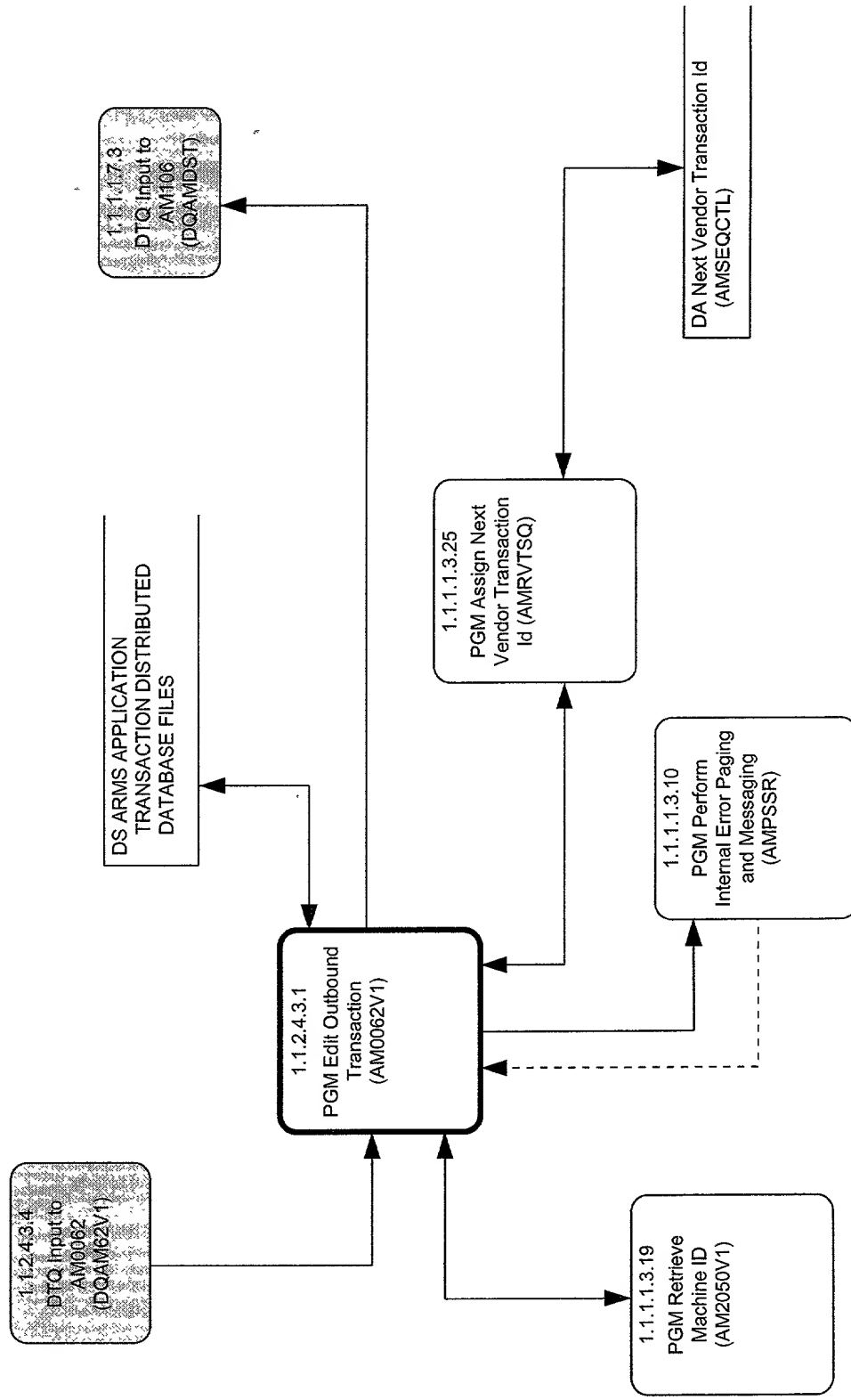
# 1.1.2.4.2 AUT Generate CC Rental Billing Invoice

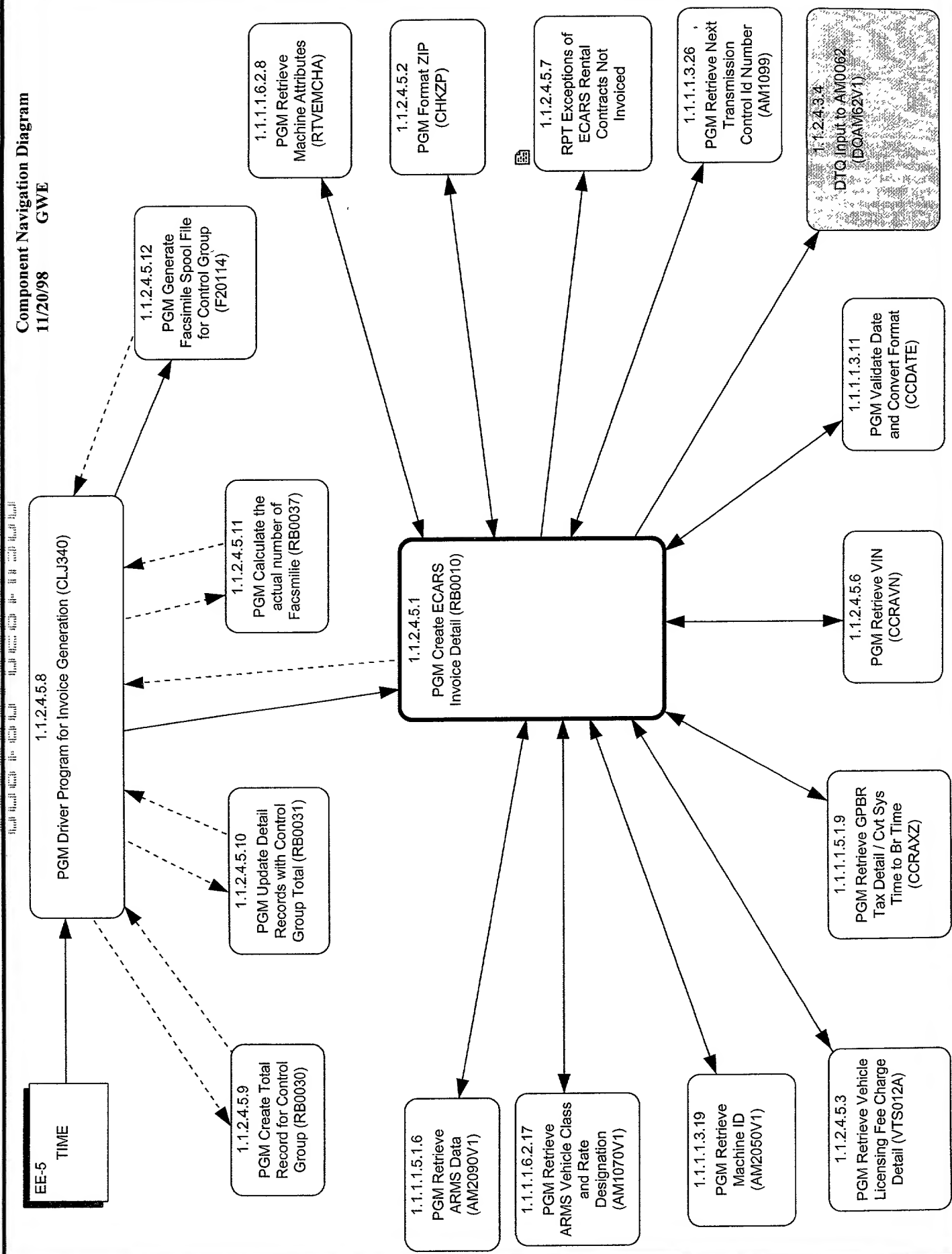
Component Navigation Diagram  
AXK  
07/21/98



Component Navigation Diagram  
10/26/98 RDS

1.1.2.4.3 AUT Edit Outbound Transaction





1.1.2.5 BT Close ARMS Authorized Ticket

Activity Modes Diagram  
07/21/98

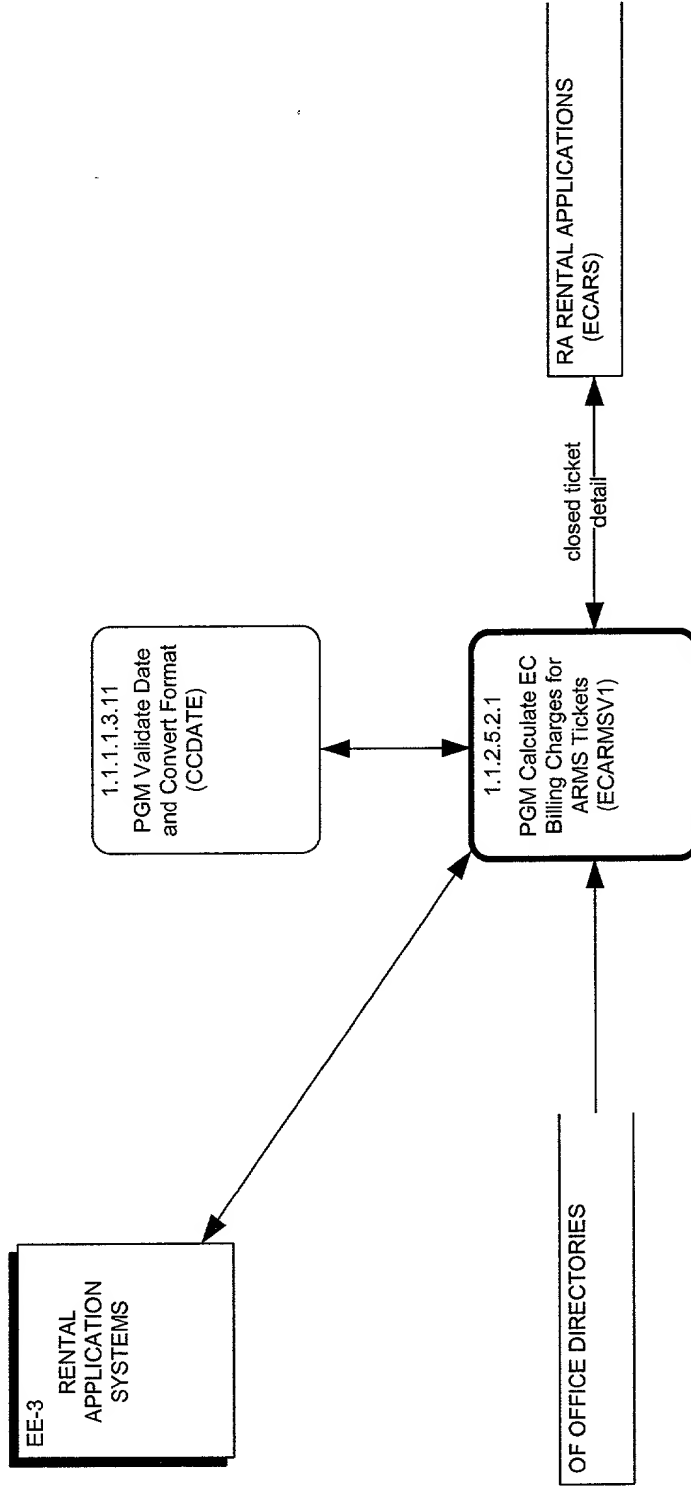
1.1.2.5.2.\*  
ONL Close ARMS  
Authorized ECARS  
Ticket

1.1.2.5.3.\*  
ONL Close Claims  
Connection Ticket



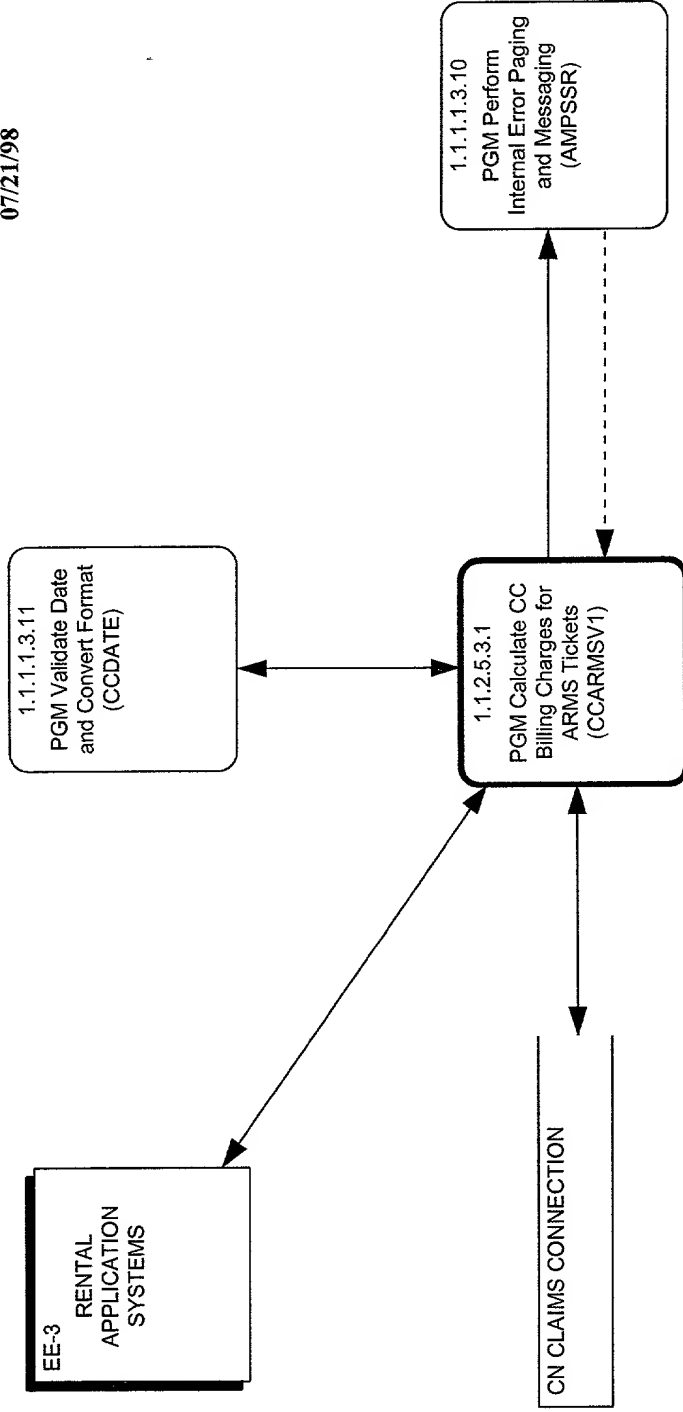
# 1.1.2.5.2 ONL Close ARMS Authorized ECARS Ticket

Component Navigation Diagram  
11/23/98 GWE



Component Navigation Diagram  
07/21/98

1.1.2.5.3 ONL Close Claims Connection Ticket



BT Synchronize Office Information for \*\*\*\*\*  
BT Synchronize Office Information for X12 Customer  
BT Synchronize Office Information for X12 Customer

Business Transactions  
AXK  
07/13/98

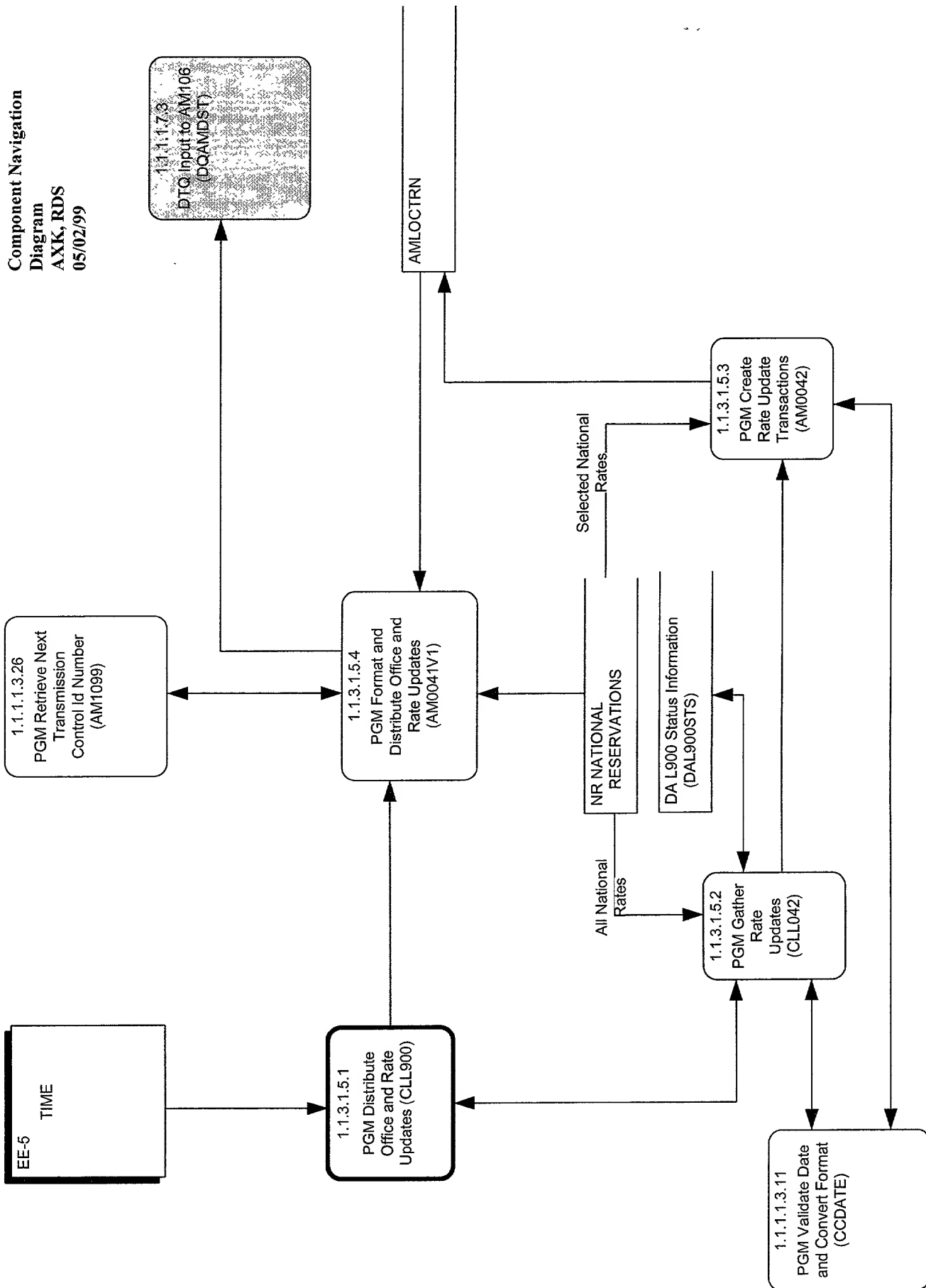
1.1.3.1.\*  
BT Synchronize  
Office Information for  
\*\*\*\*\*

1.1.3.2.\*  
BT Synchronize  
Office Information for  
X12 Customer

1.1.3.3.\*  
BT Send Initial or  
Yearly Car Class  
Rates and Initial  
Office Information for  
X12 Customer

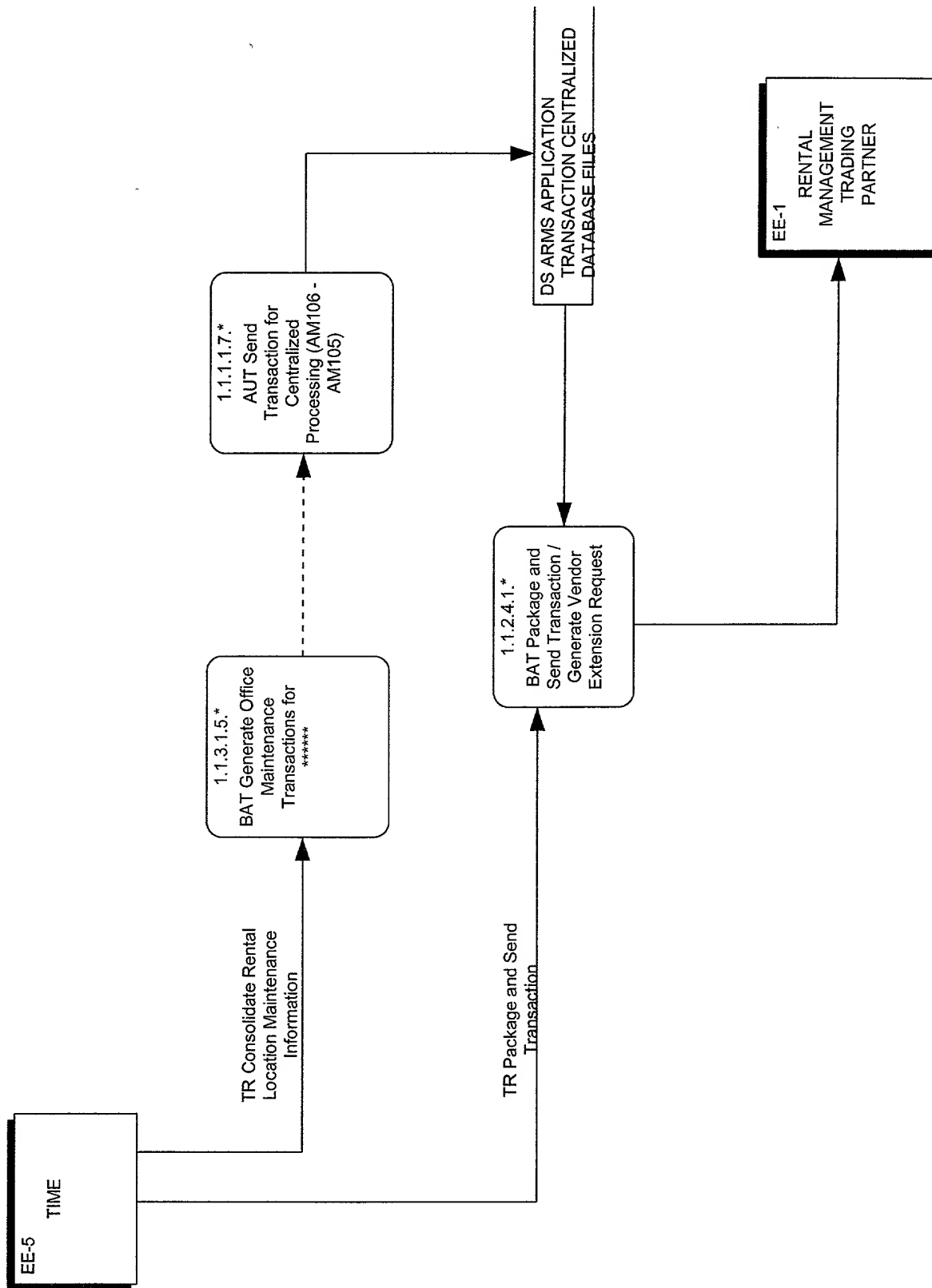
Component Navigation

Diagram  
AXK, RDS  
05/02/99



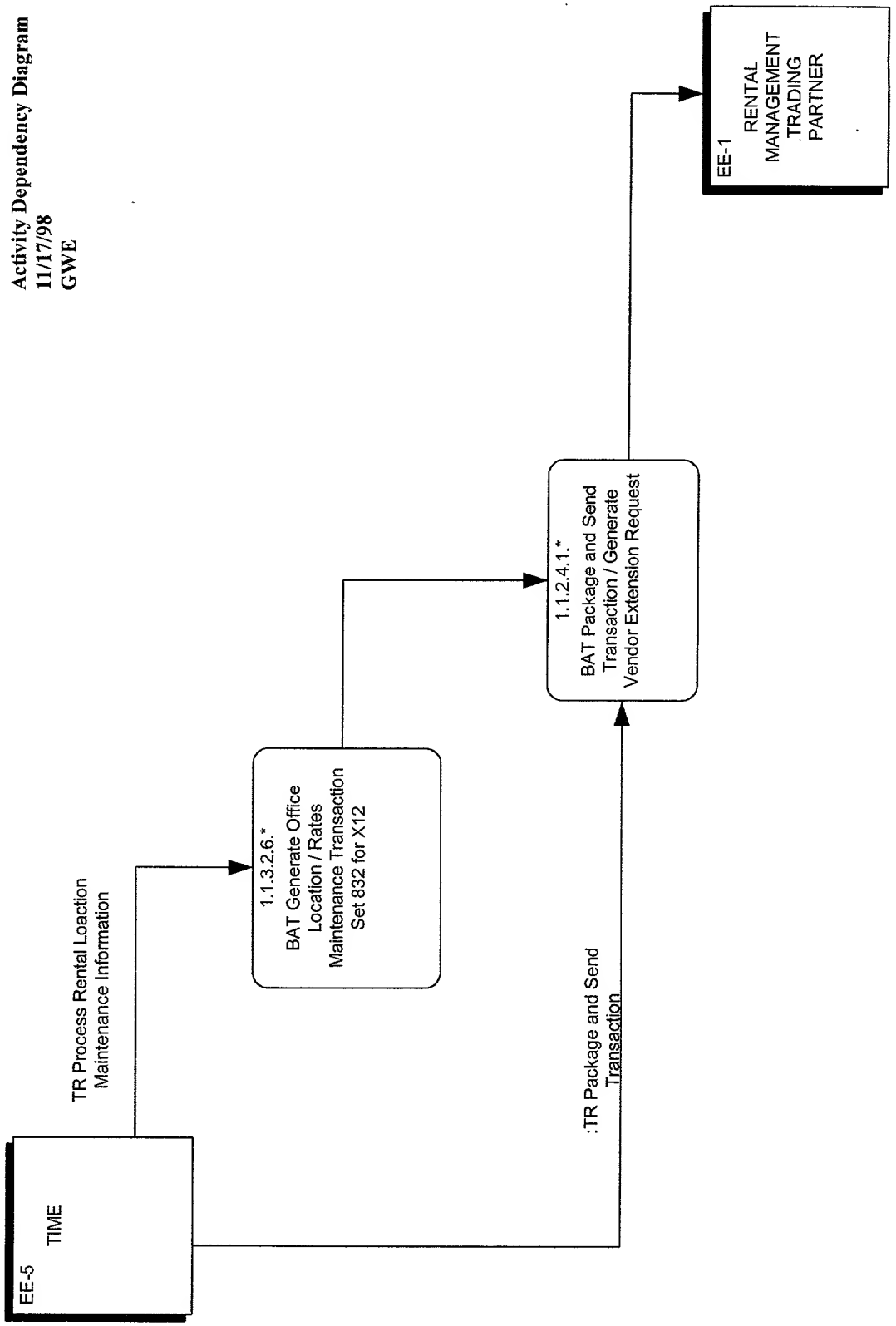
# 1.1.3.1 BT Synchronize Office Information for \*\*\*\*\*

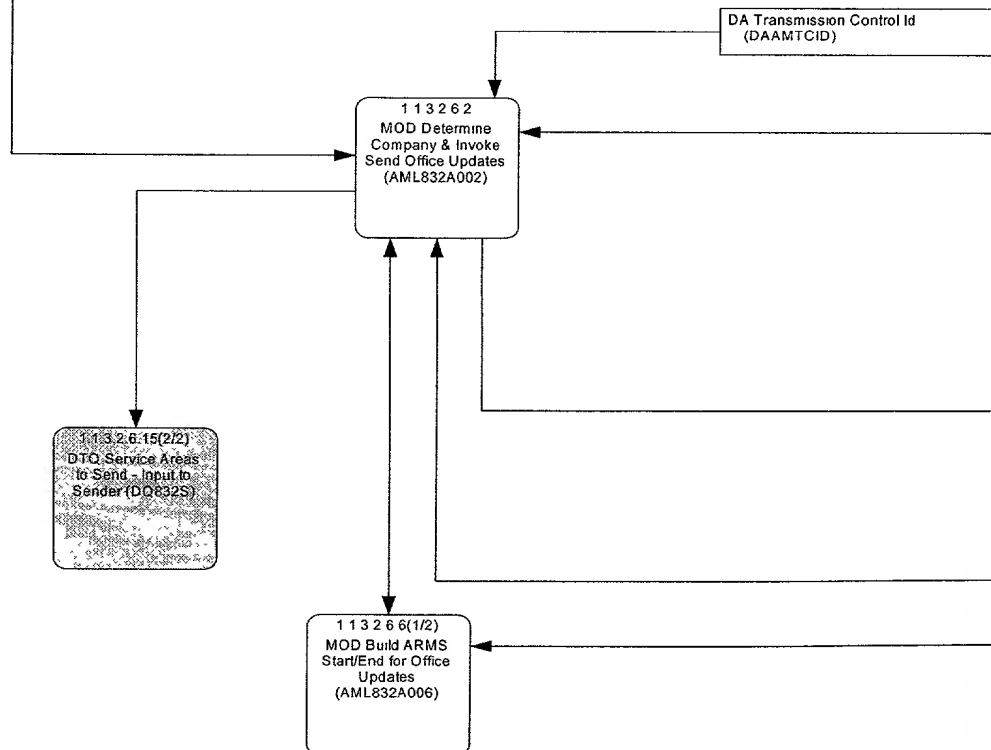
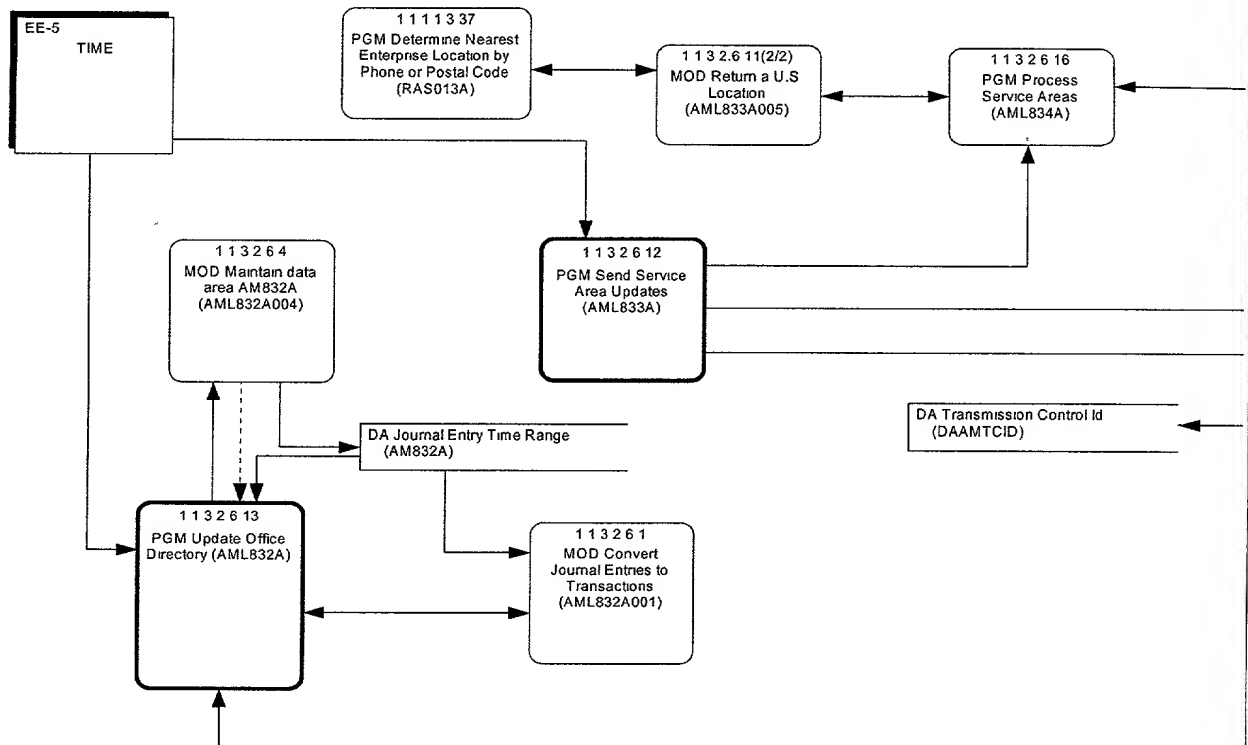
Activity Dependency Diagram  
11/17/98  
GWE



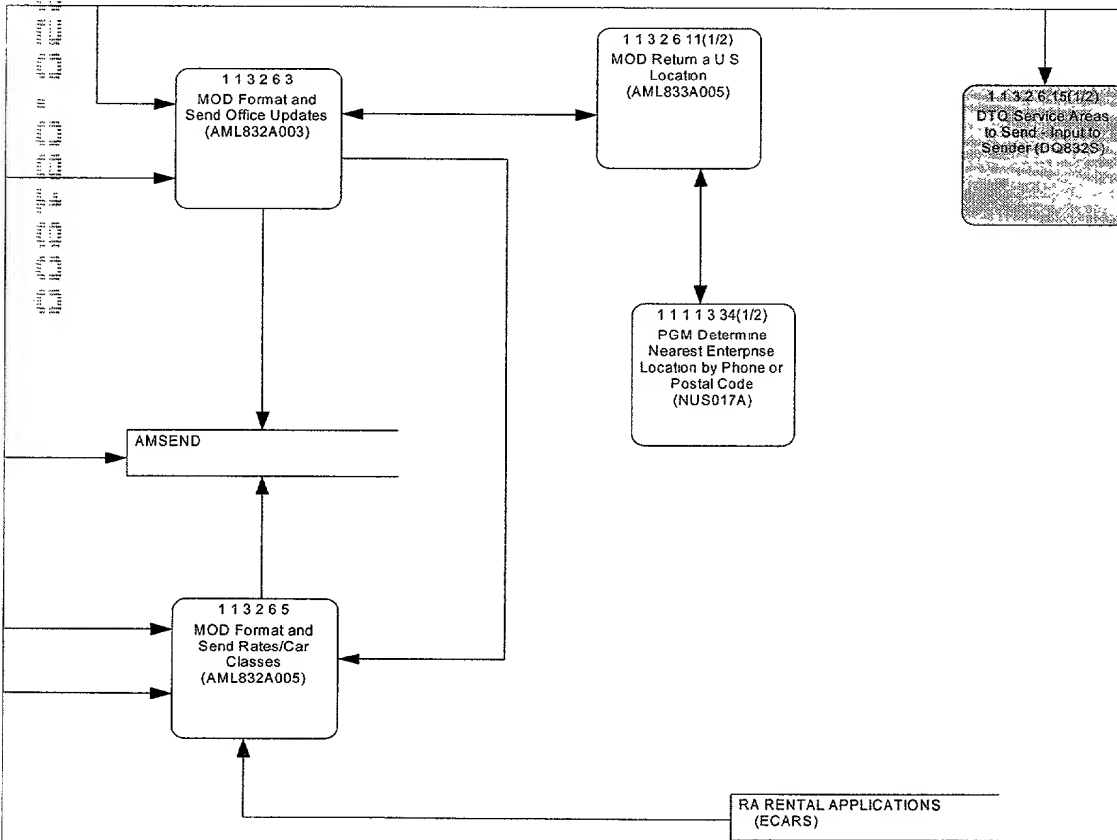
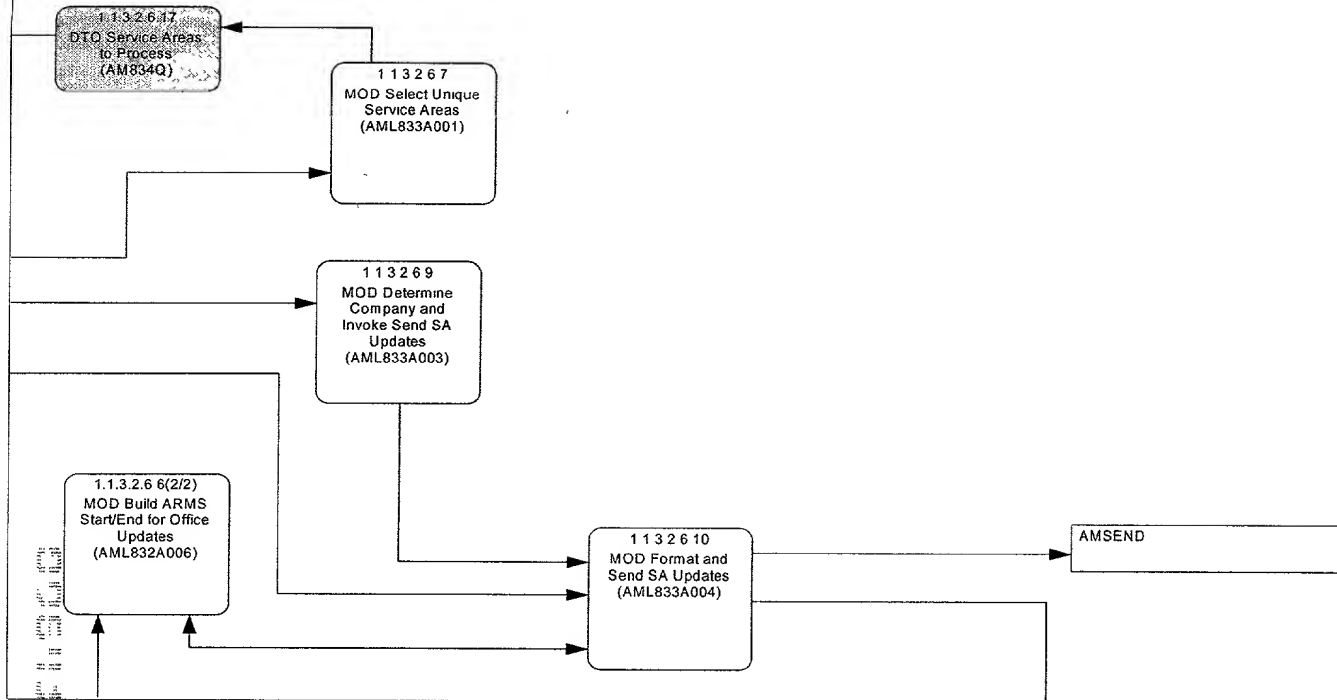
Activity Dependency Diagram  
11/17/98  
GWE

1.1.3.2 BT Synchronize Office Information for X12 Customer





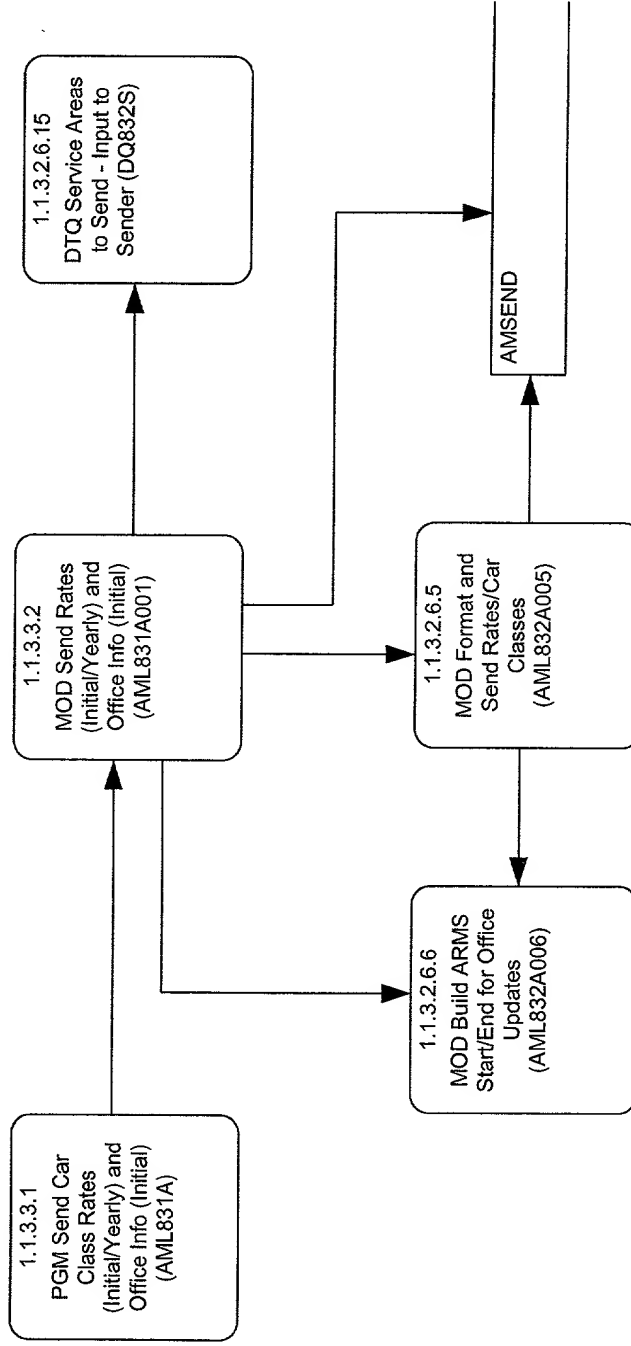
Component Navigation Diagram  
AXK  
07/14/98





### 1.1.3.3 BT Send Initial or Yearly Car Class Rates and Initial Office Information for X12 Customer

**Component Navigation  
Diagram  
ALM, RDS  
7/14/99**



## 1.1.4 AA ARMS Support

1.1.4.1.\*  
SA Manage  
Environment

1.1.4.3.\*  
SA Information  
System Reports

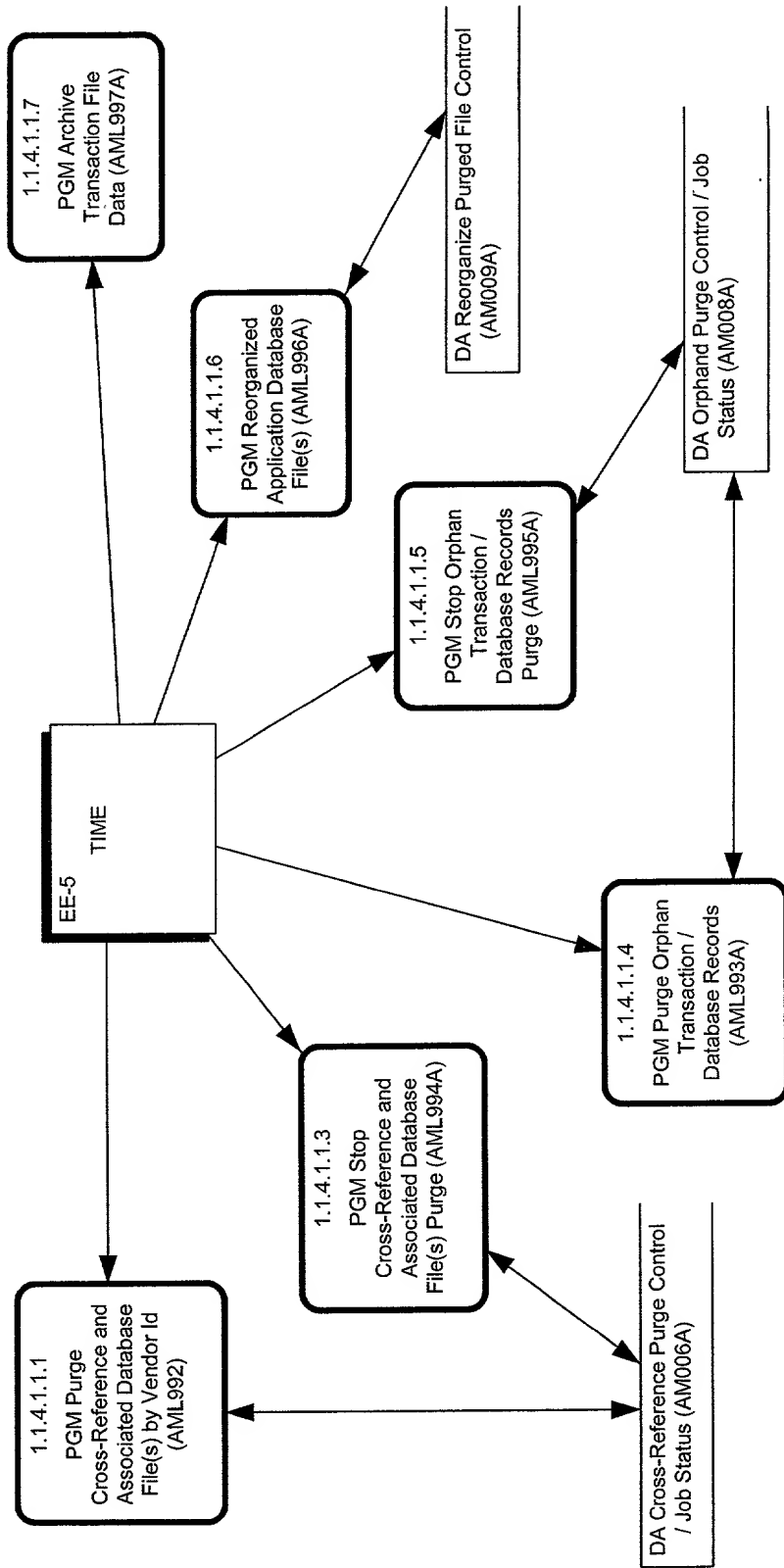
1.1.4.2.\*  
SA Research and  
Fix Problems

1.1.4.4.\*  
SA Tools



# 1.1.4.1.1 BAT Purge Application Database

Component Navigation Diagram  
10/26/98



1.1.4.1.28  
PGM Copy/Print  
Rejected  
Transactions Report  
& Start Subsystem  
(CLL817)

1.1.4.1.29  
PGM Print ARMS  
Error Log Report  
(AM000)

1.1.4.1.25  
PGM Backup  
Unprocessed  
Transactions in  
Package file  
AMPACK  
(AM003V1)

1.1.4.1.21  
PGM Delete and  
Rebuild Data  
Queues (CLL813)

1.1.4.1.22  
PGM Backup ARMS  
Critical Files  
(CLL813HST)

1.1.4.1.24  
PGM Save / Restore  
Data Queue Entries  
and Associated Data  
(AM0038)

Component Navigation  
Diagram  
10/23/98  
...

1.1.4.1.211  
PGM Write Saved  
AMPACK records to  
AMPACK  
(AM0032V1)

1.1.4.1.213  
PGM Restore  
Unprocessed  
Transactions  
(CLL814)

1.1.4.1.212  
PGM File Transfer  
and Archive \*\*\*  
\*\*\*\*\* Transaction  
File (AMLD02A)

DA FTP LAN Server site for  
downloading \*\*\* \*\*\*\*\* file (AM007A)

1.1.4.1.26  
PGM ARMS Startup  
(CLL810)

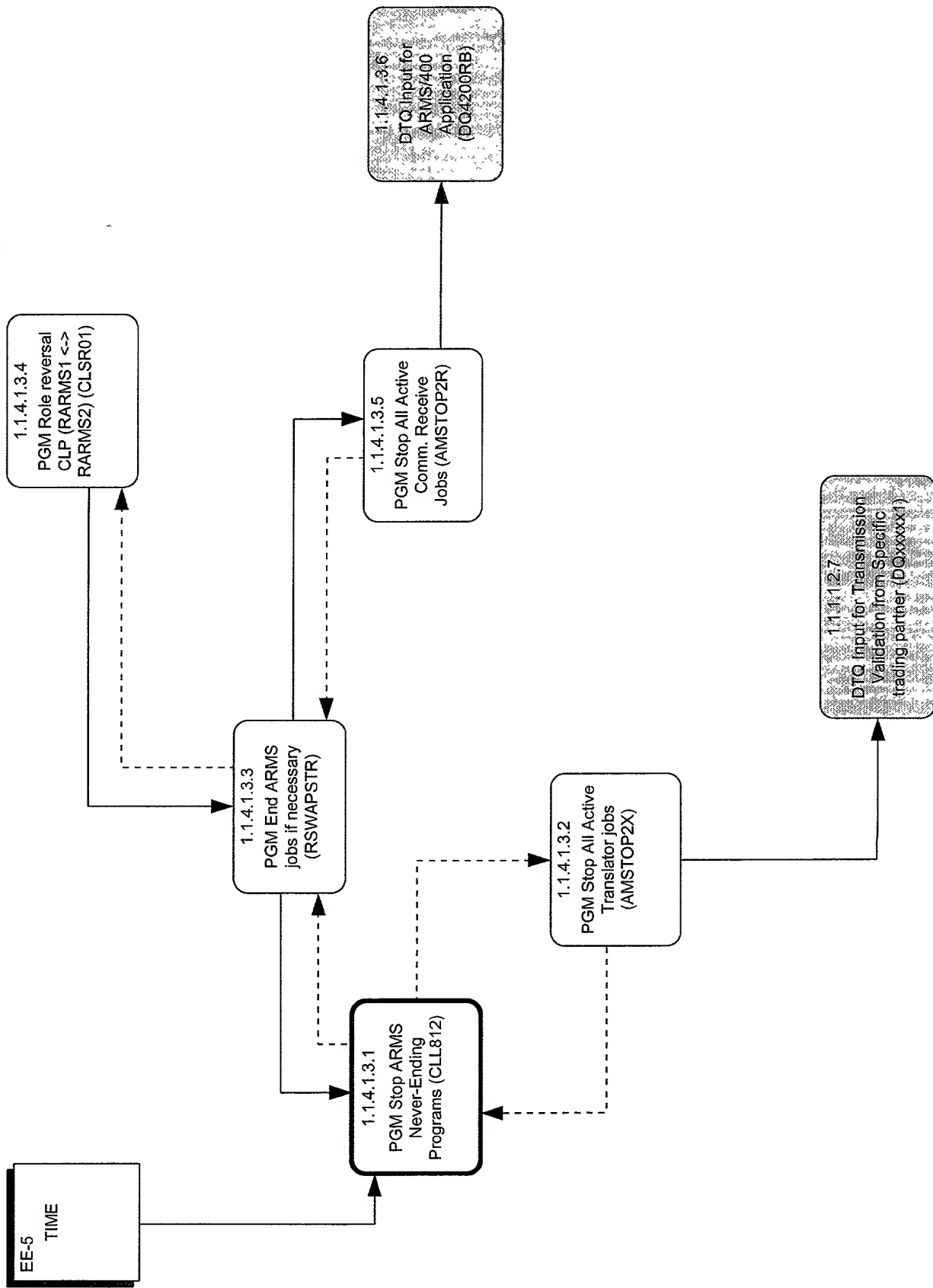
DA Number of Translator Programs  
Running (DASDV1)

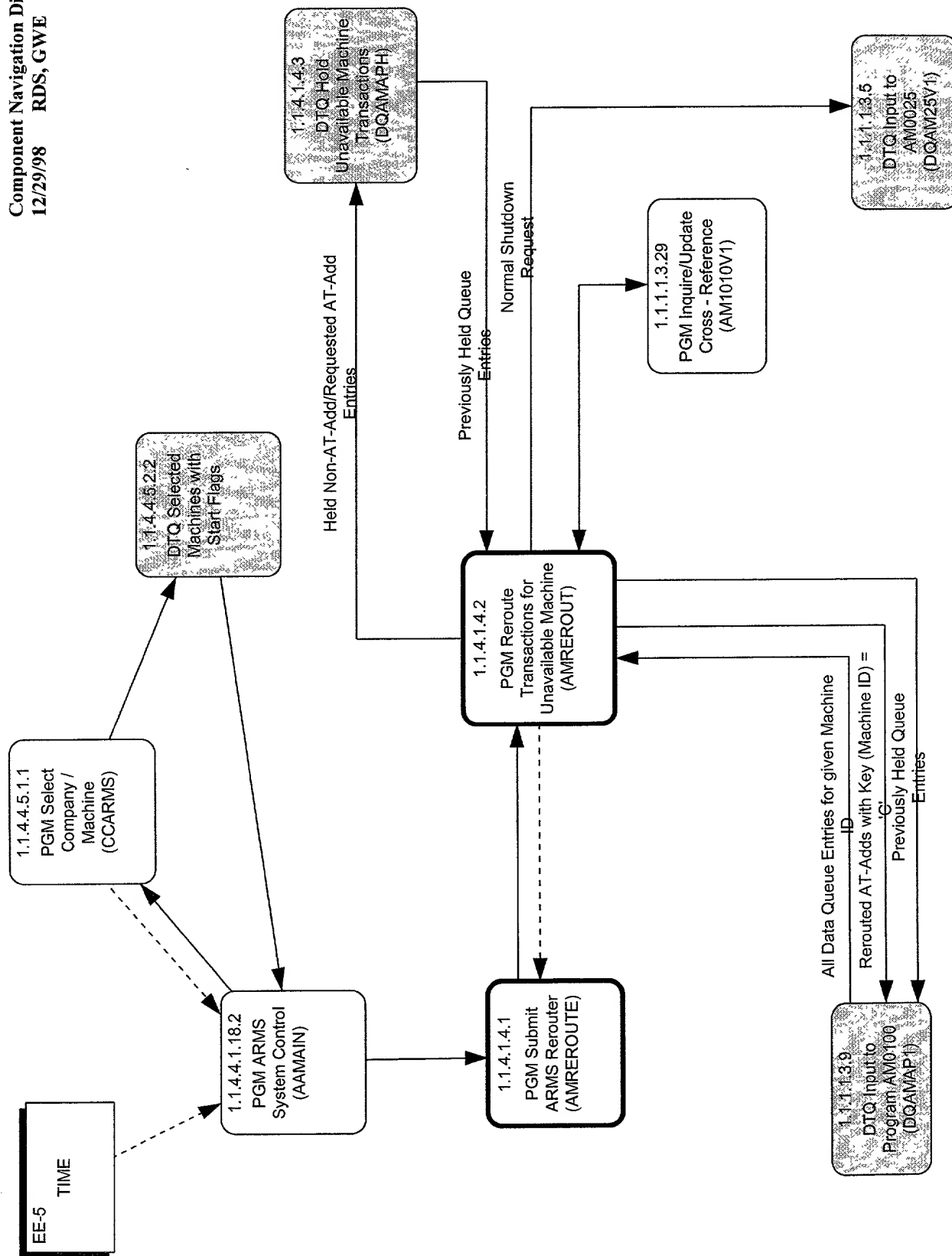
Initial Value  
Zero

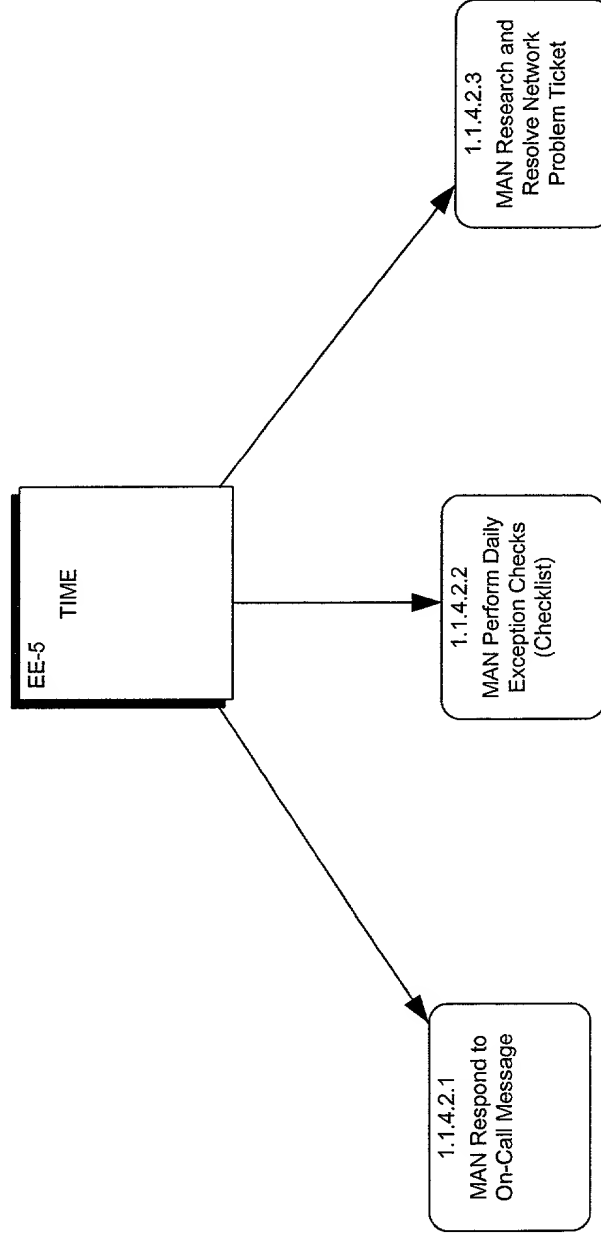
DA L810 Status Information  
(DAL810STS)

1.1.2.4.1.48  
PGM Transmitt Batch  
Transactions  
(CLL811)

Component Navigation Diagram  
10/23/98  
GWE

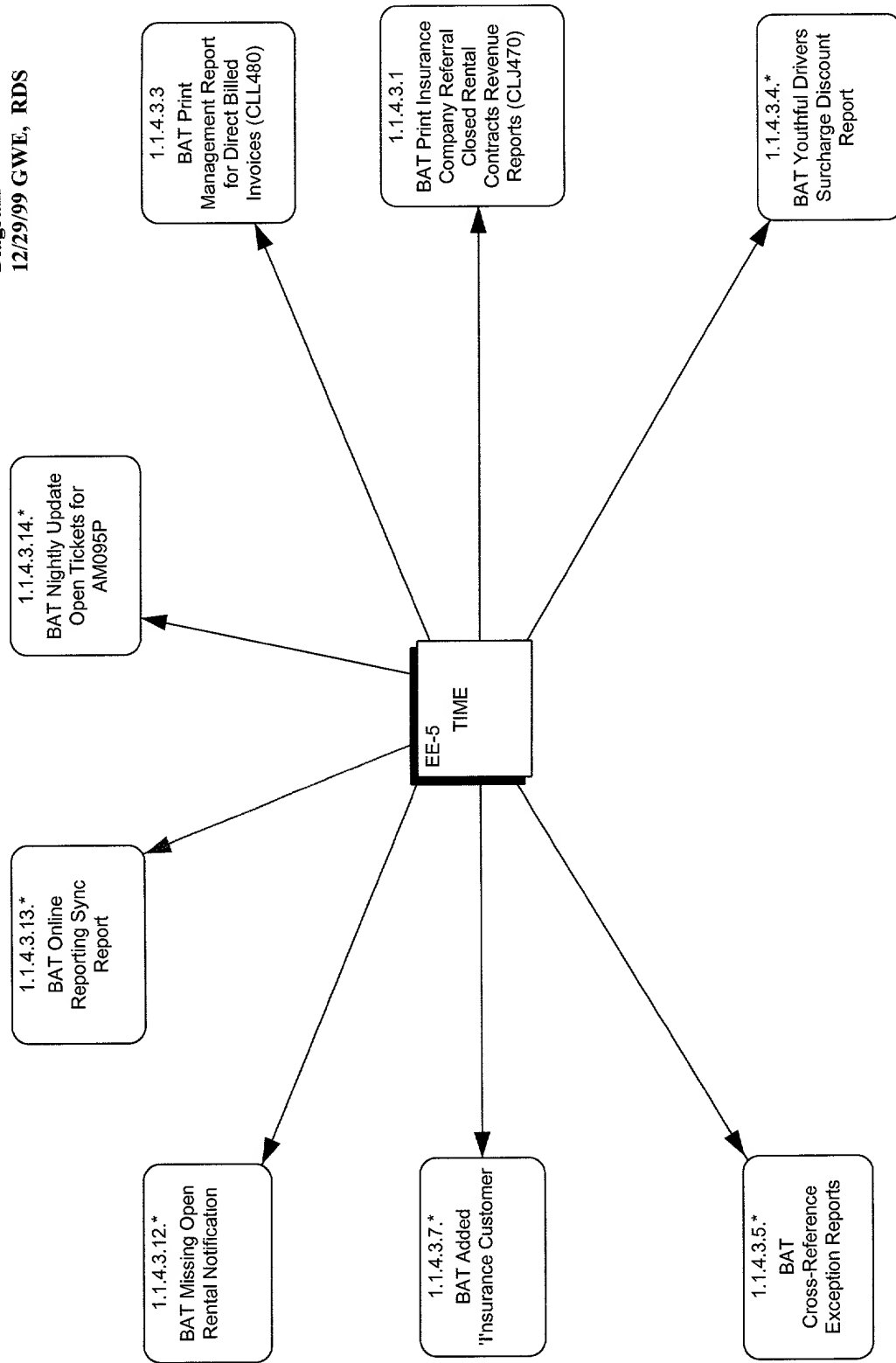






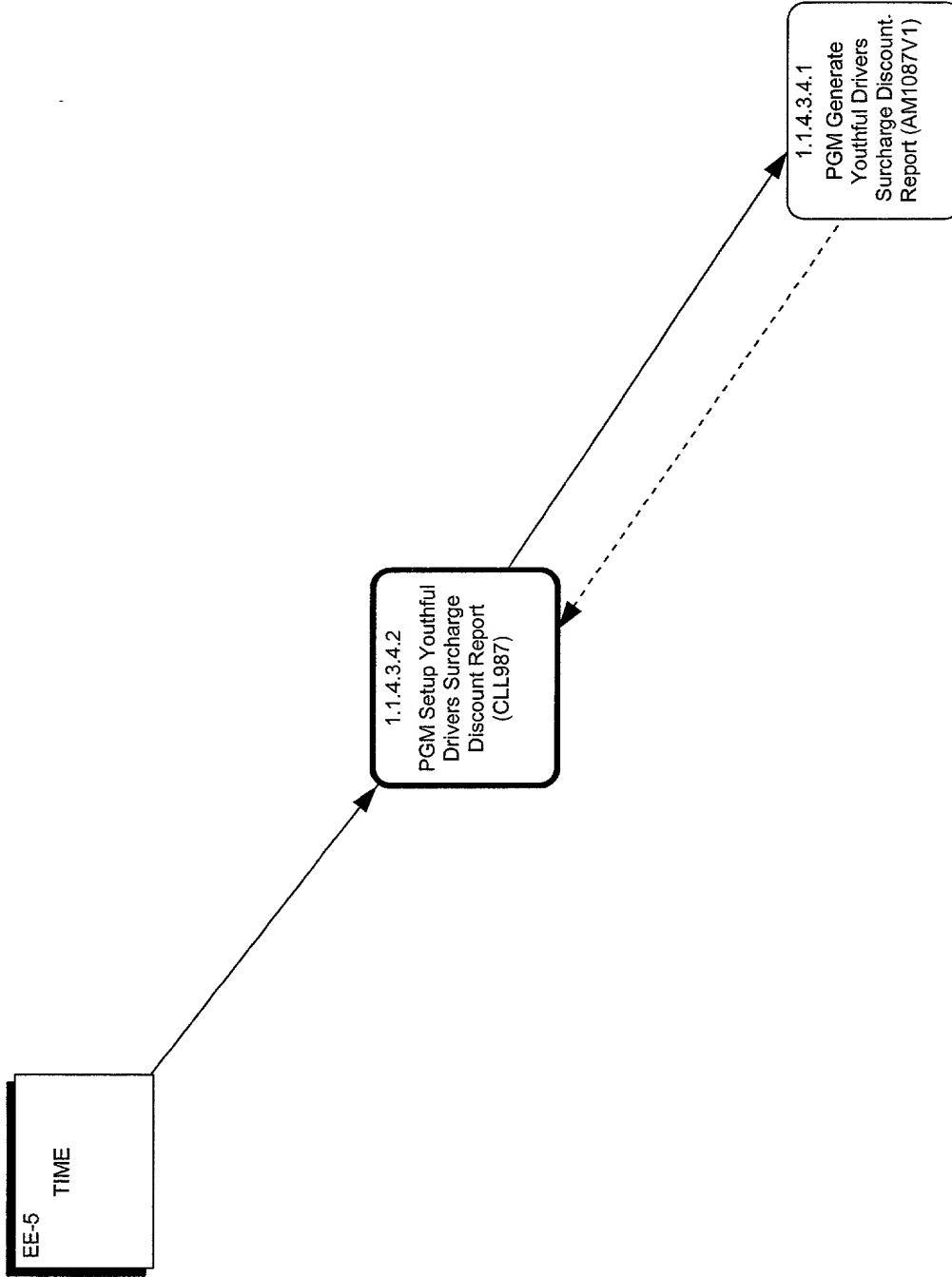


**Activity Dependency  
Diagram  
12/29/99 GWE, RDS**



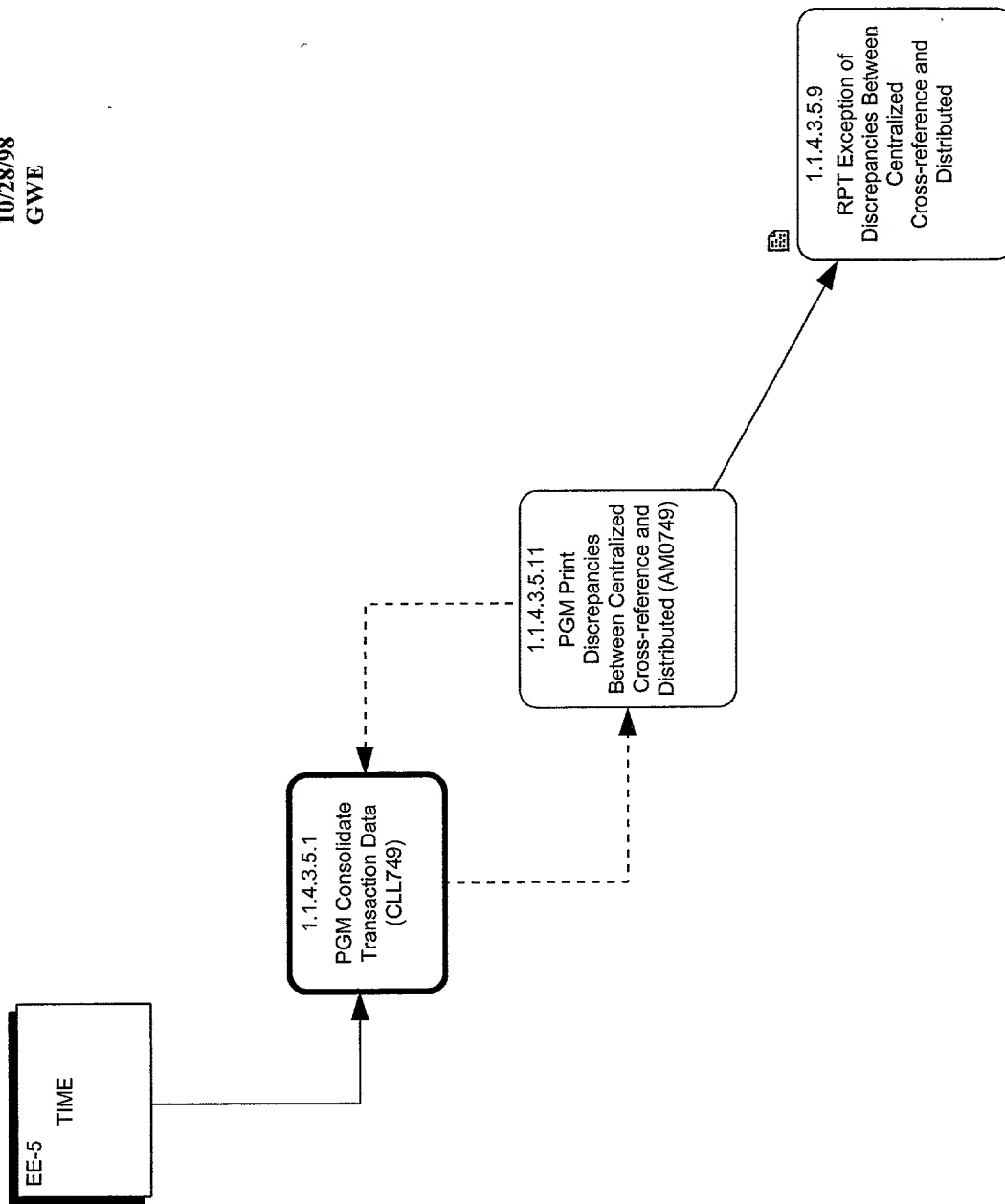
# 1.1.4.3.4 BAT Youthful Drivers Surcharge Discount Report

## Component Navigation Diagram 11/03/98

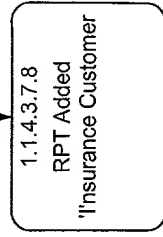
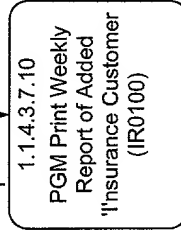
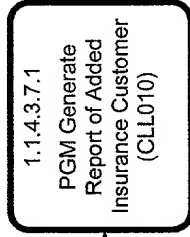
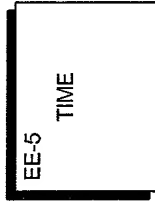


# 1.1.4.3.5 BAT Cross-Reference Exception Reports

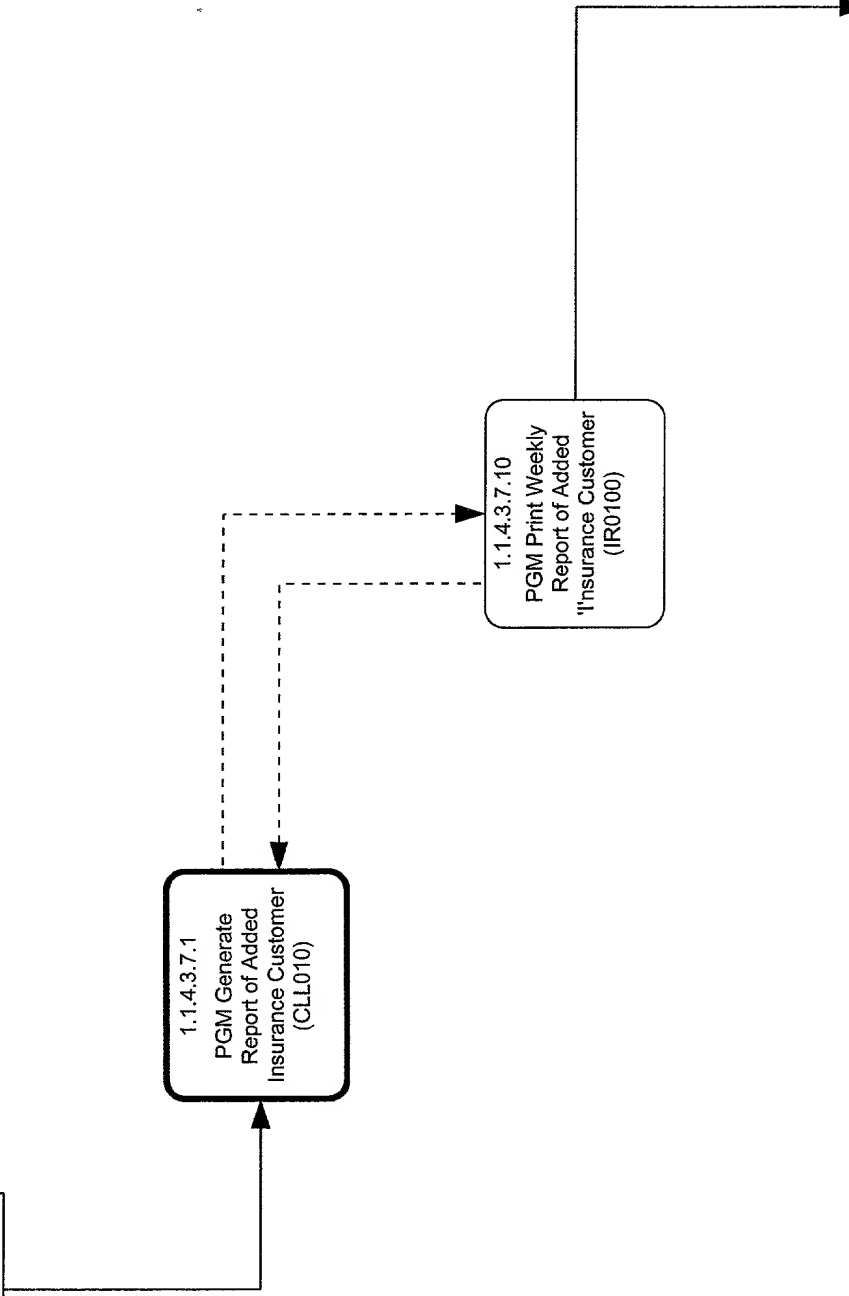
Component Navigation  
Diagram  
10/28/98  
GWE



Component Navigation Diagram  
11/03/98

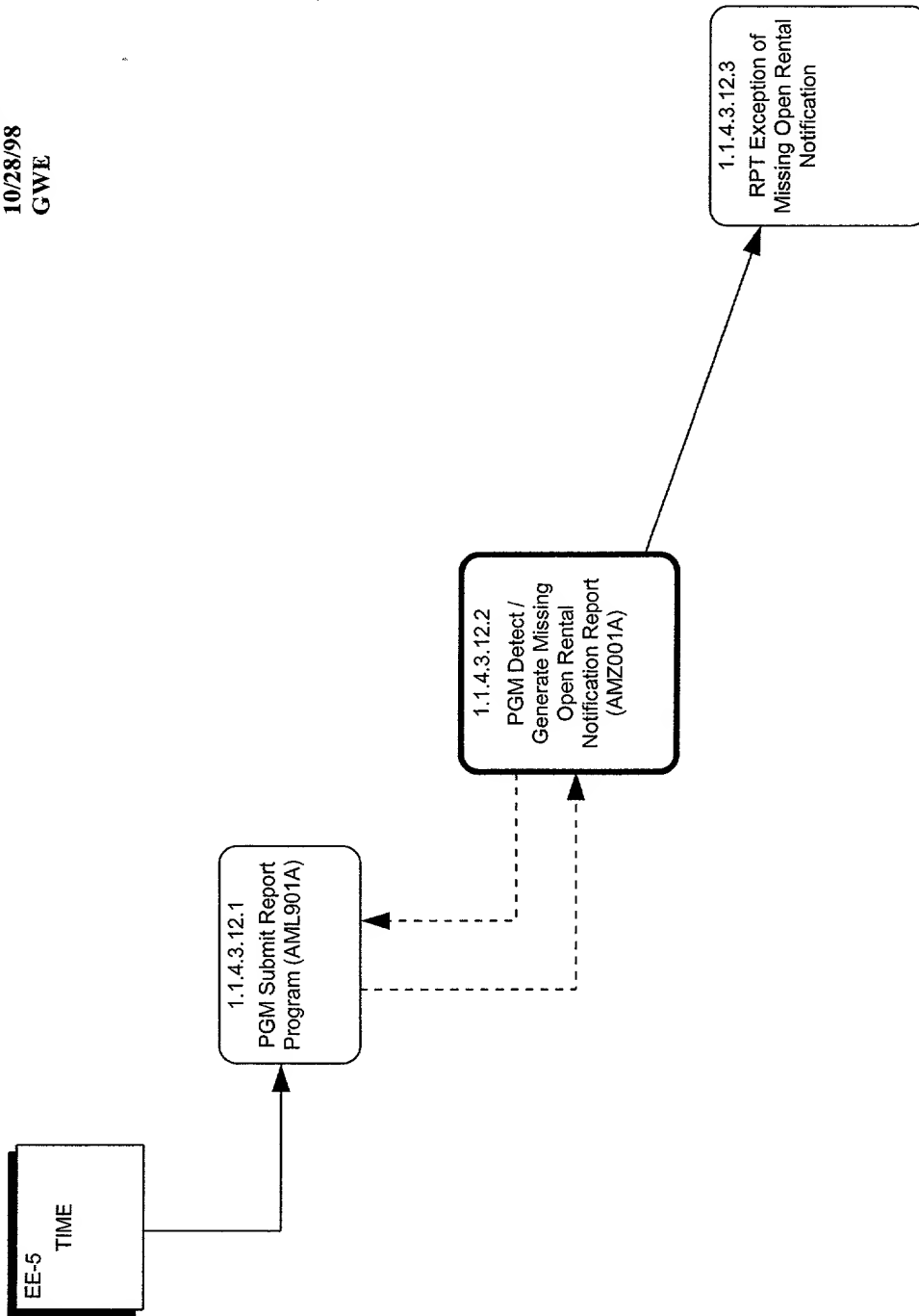


1.1.4.3.7 BAT Added Insurance Customer

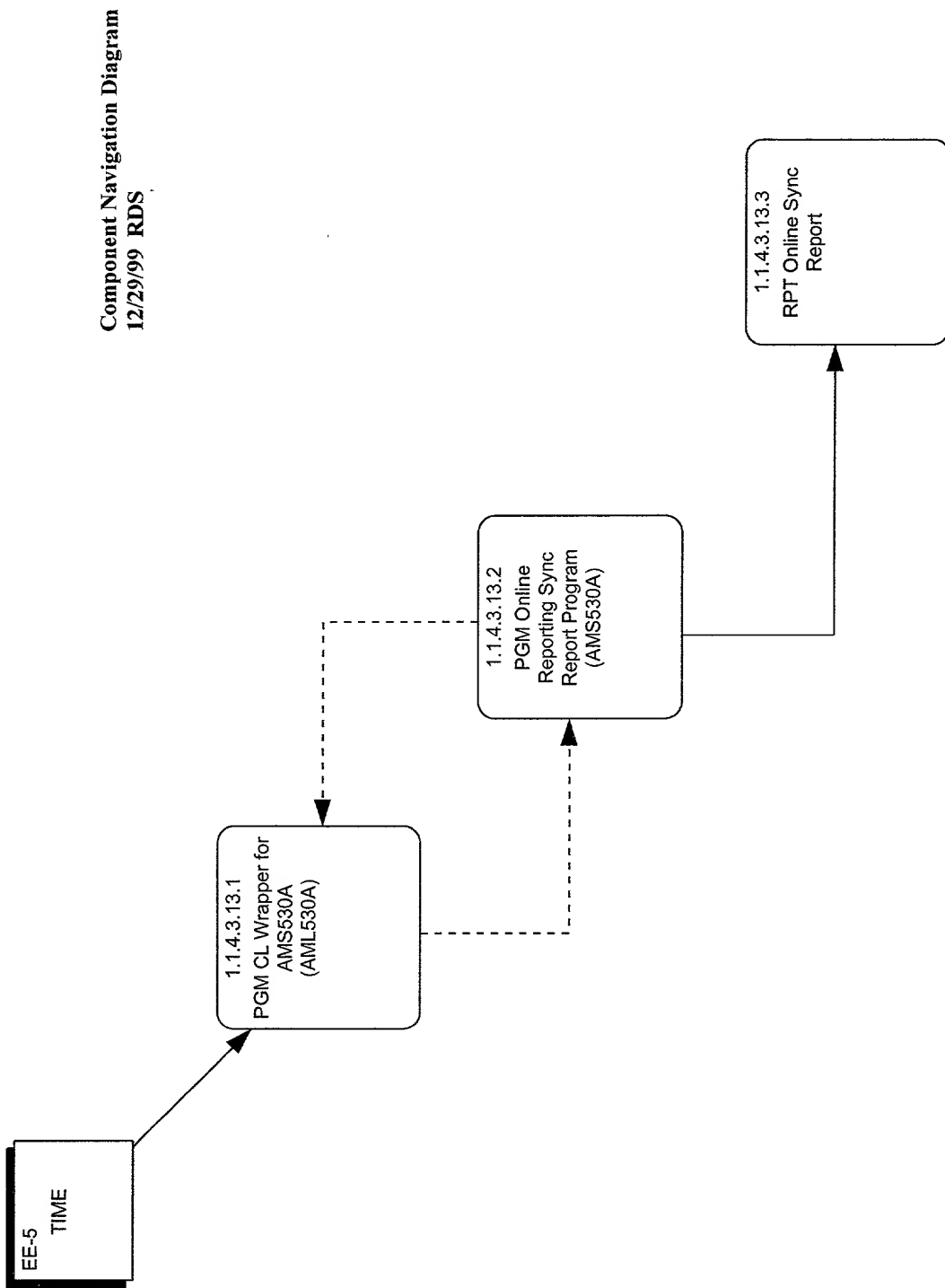


1.1.4.3.12 Missing Open Rental Notification

Component Navigation Diagram  
10/28/98  
GWE

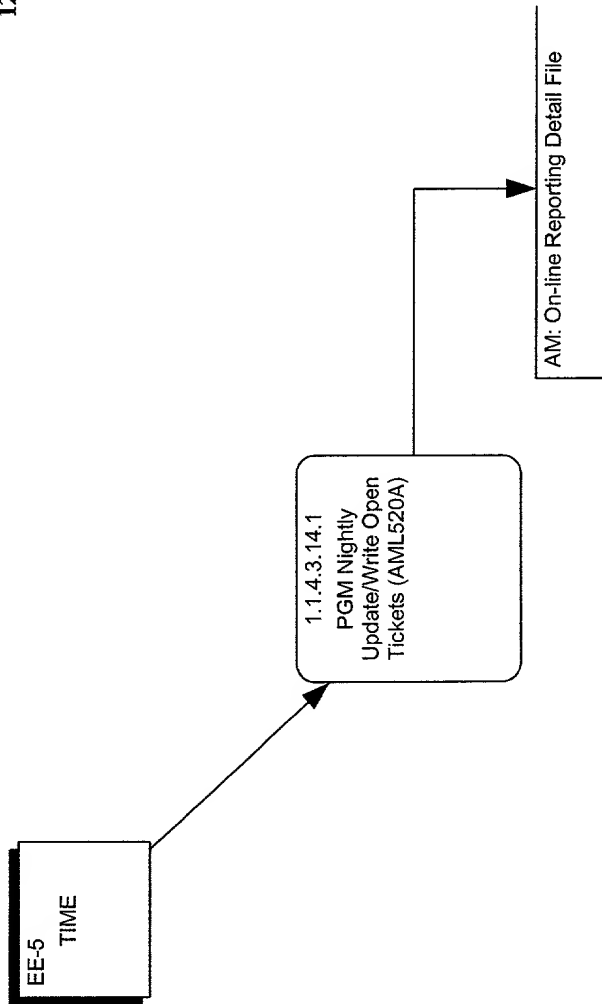


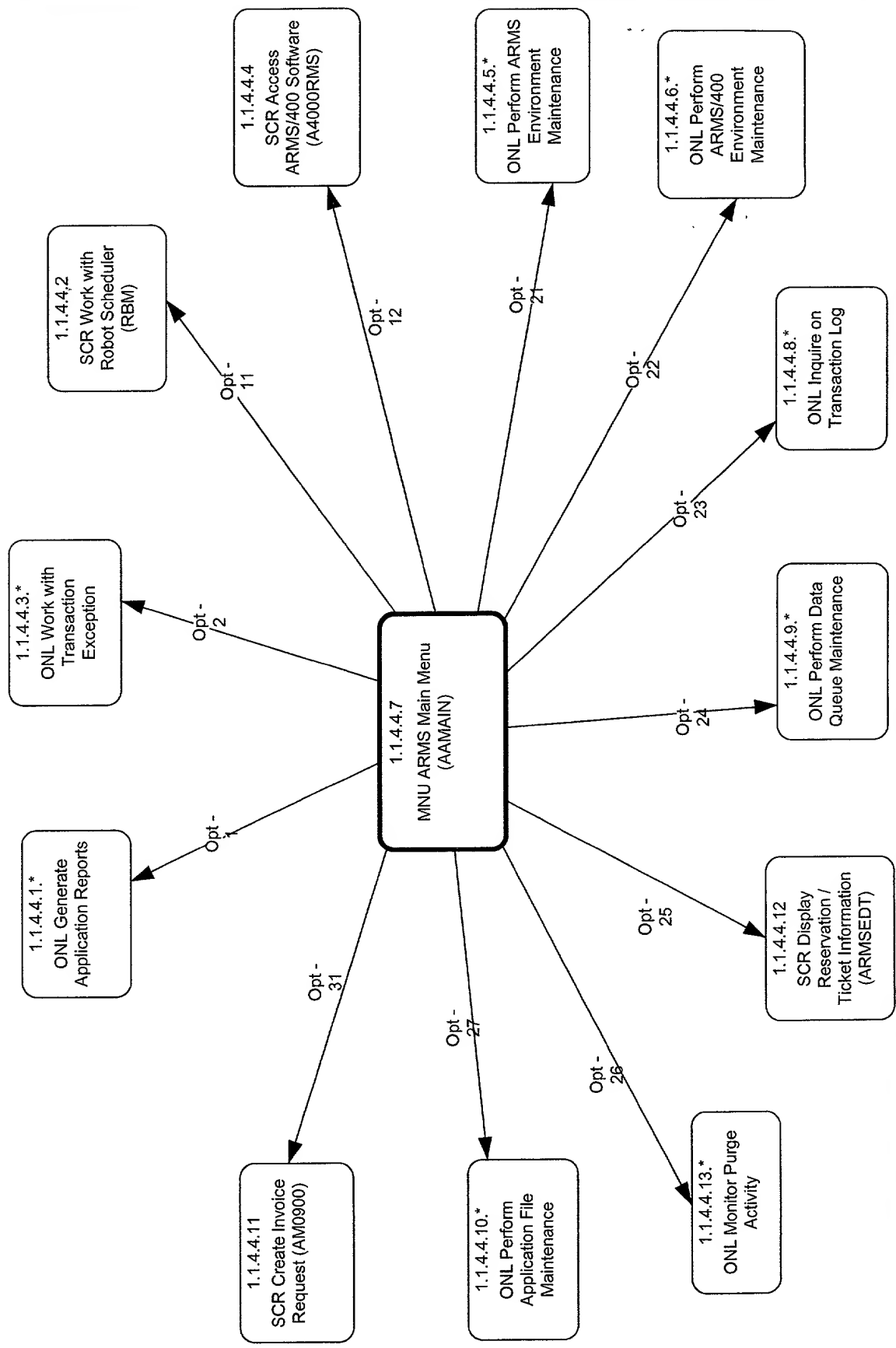
# 1.1.4.3.13 BAT Online Reporting Sync Report



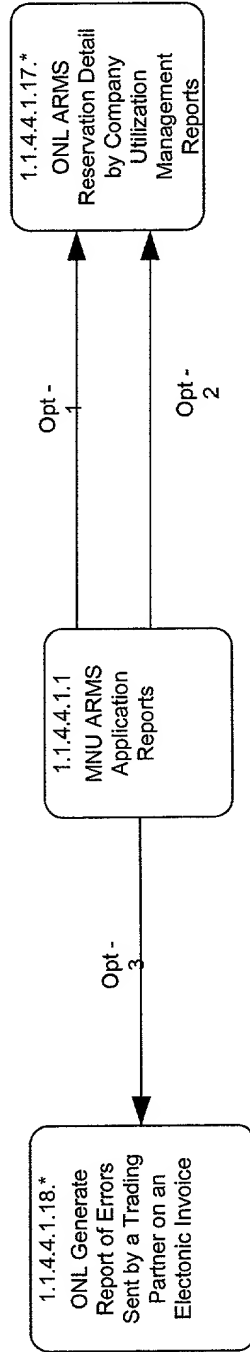
### 1.1.4.3.14 BAT Nightly Update Open Tickets for AM095P

Component Navigation  
Diagram  
12/29/99 RDS









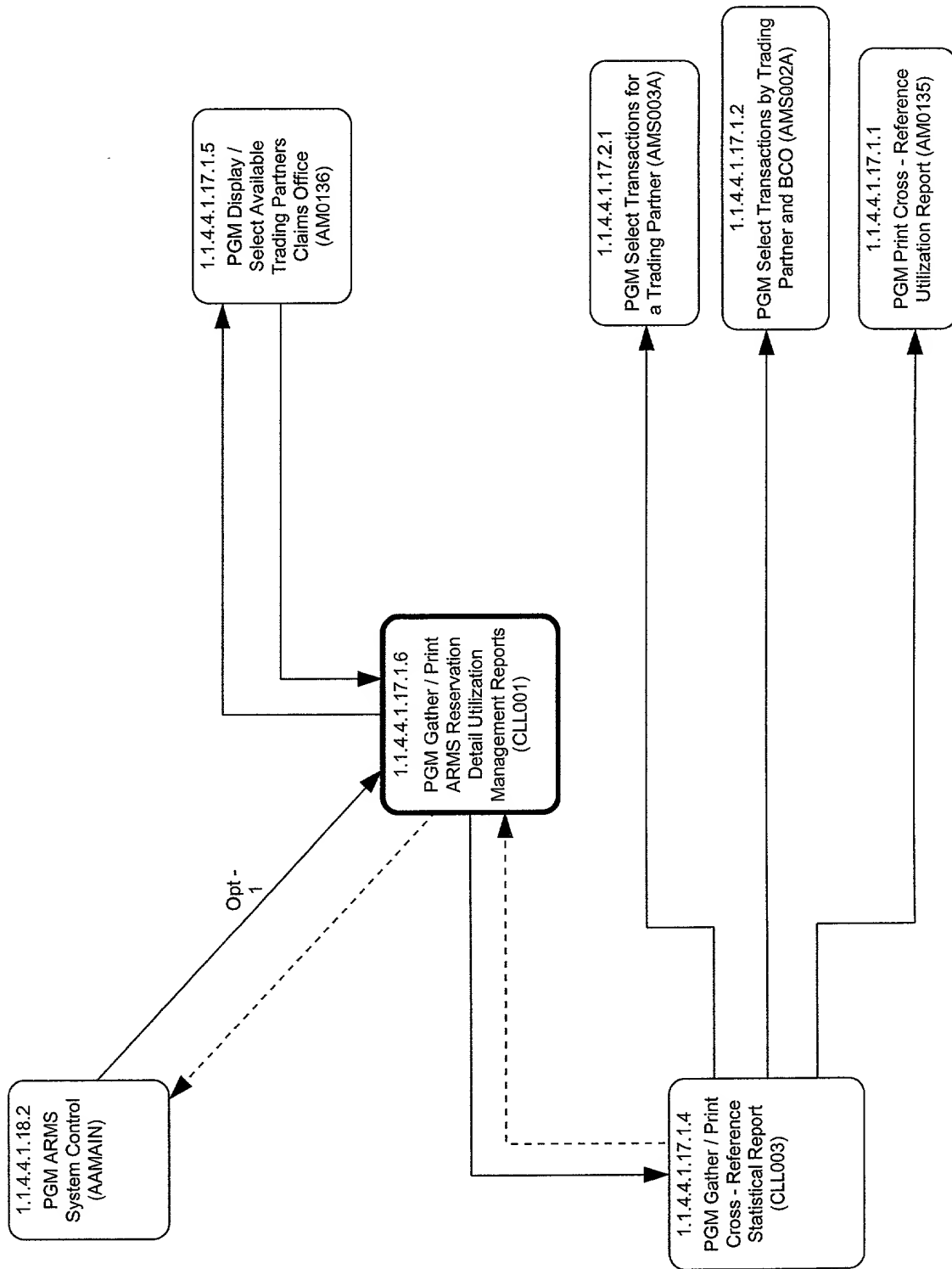
1.1.4.4.1.17 ONL ARMS Reservation Detail by Company Utilization Management Reports

Activity Modes Diagram  
11/16/98 RDS

1.1.4.4.1.17.1.\*  
ONL Utilization  
Management Report  
for Specific Trading  
Partners BCO (Opt  
-1)

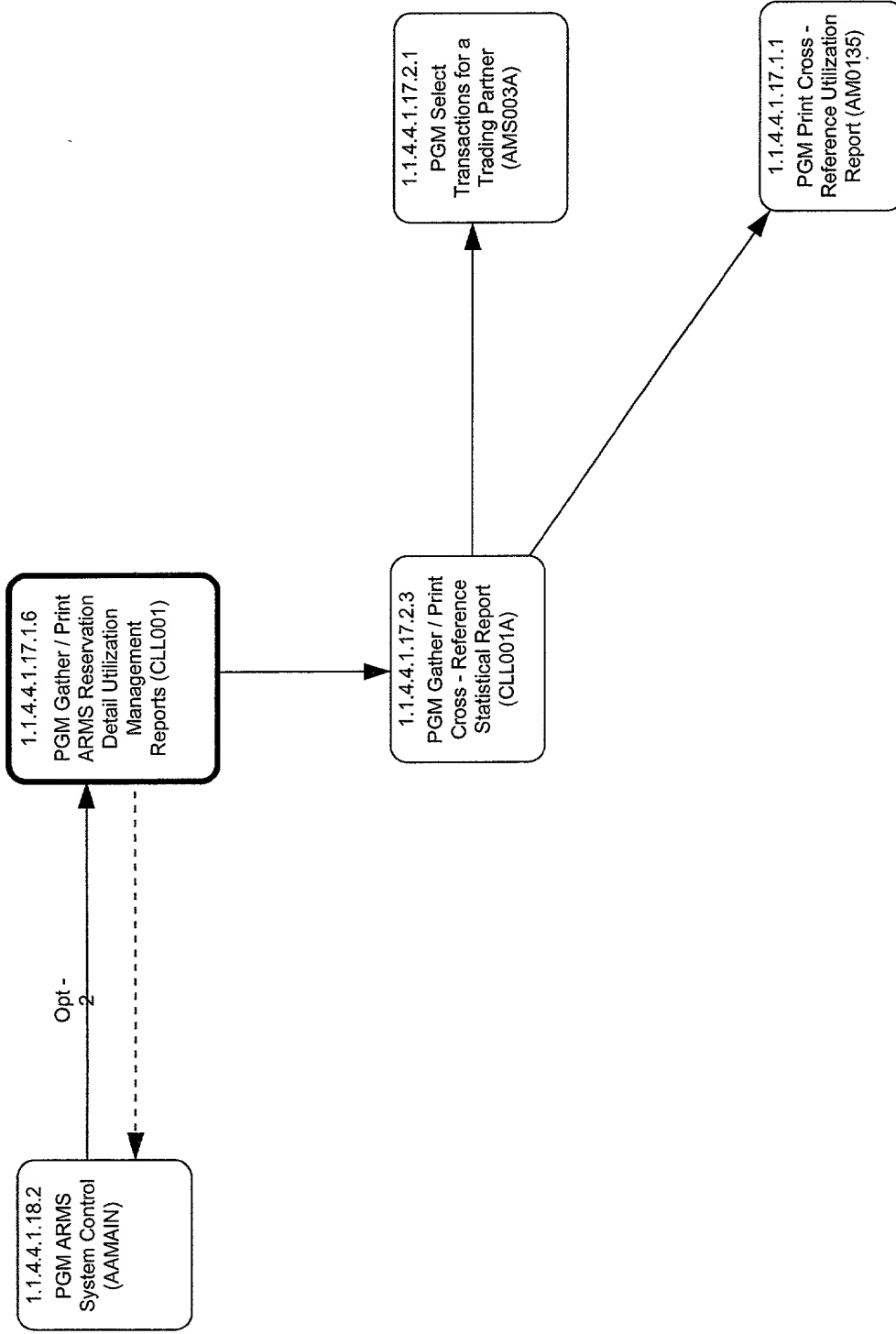
1.1.4.4.1.17.2.\*  
ONL Utilization  
Management Report  
for Trading Partner  
(Opt - 2)

**Component Navigation Diagram**  
11/02/98 GWE



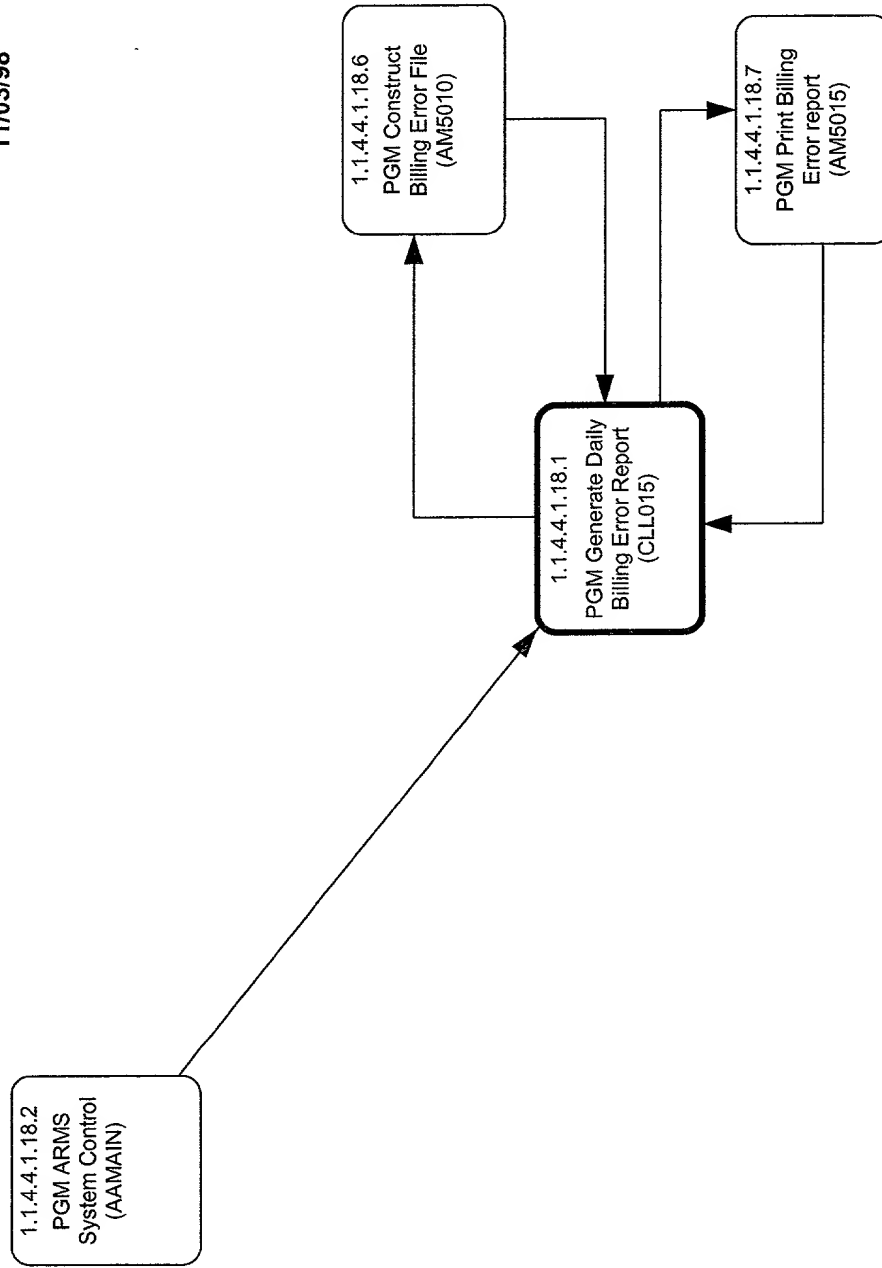
1.1.4.4.1.17.2 ONL Utilization Management Report for Trading Partner (Opt - 2)

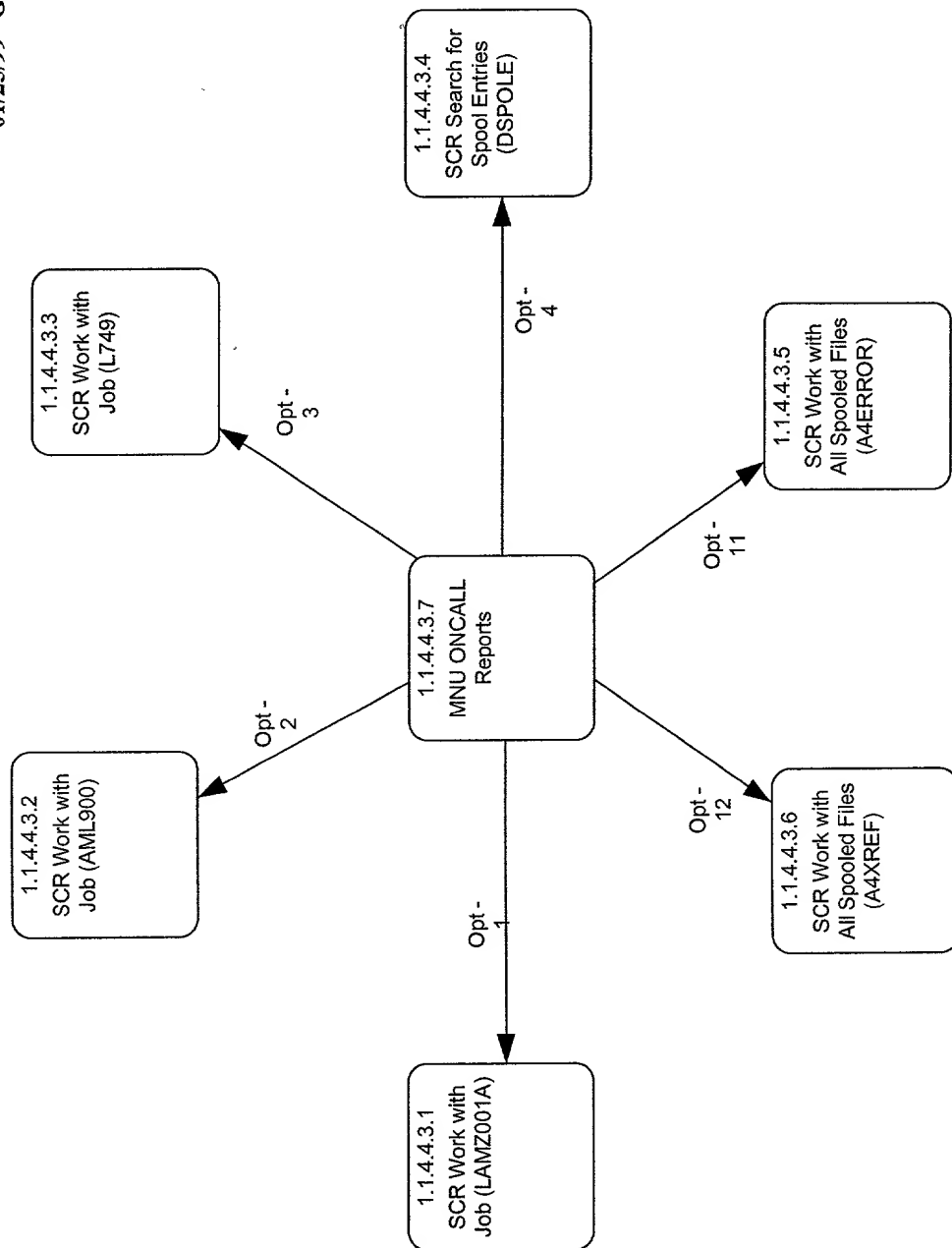
Component Navigation Diagram  
11/03/98 GWE



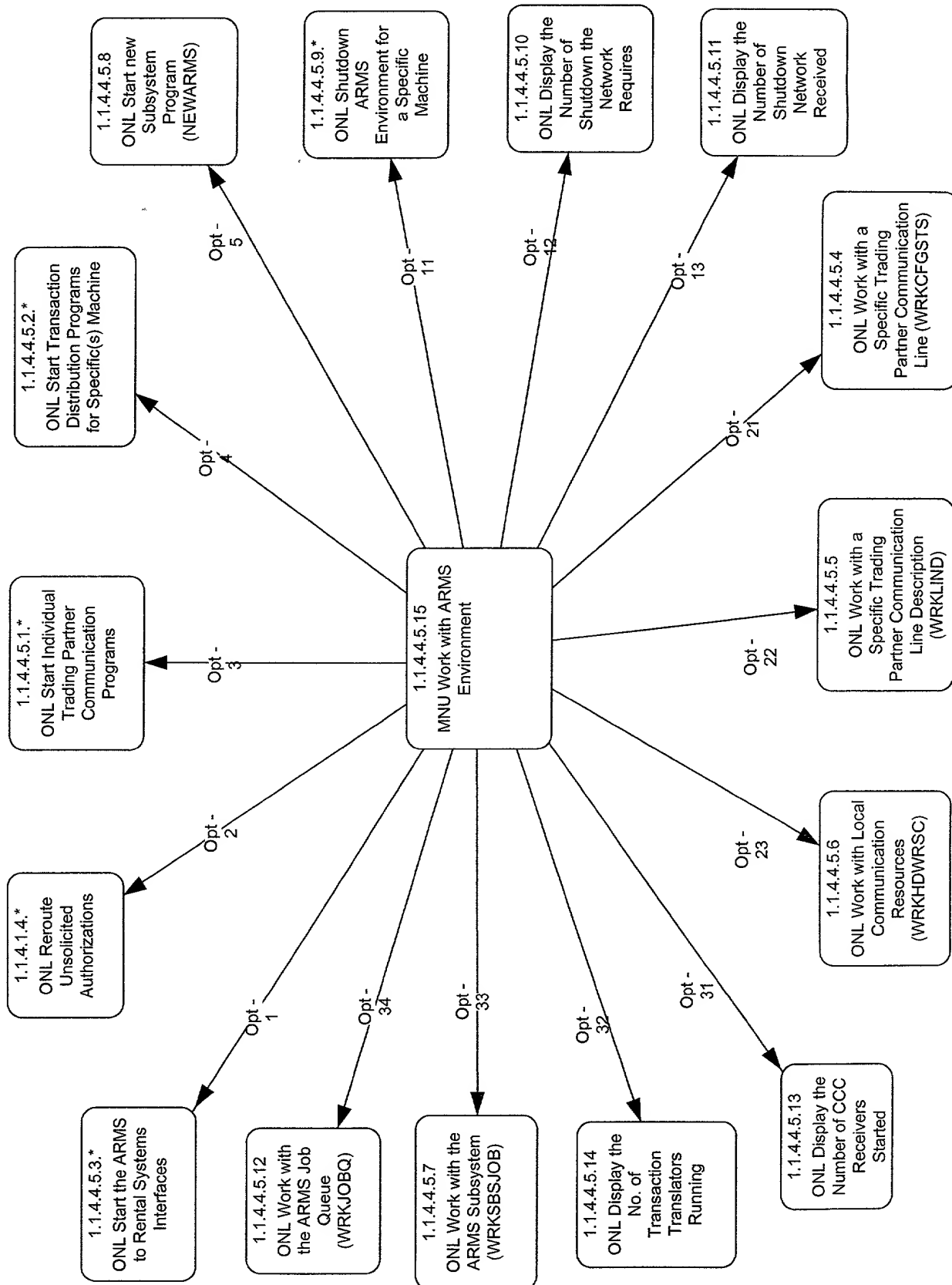
1.1.4.4.1.18 ONL Generate Report of Errors Sent by a Trading Partner on an Electronic Invoice

Component Navigation Diagram  
11/03/98



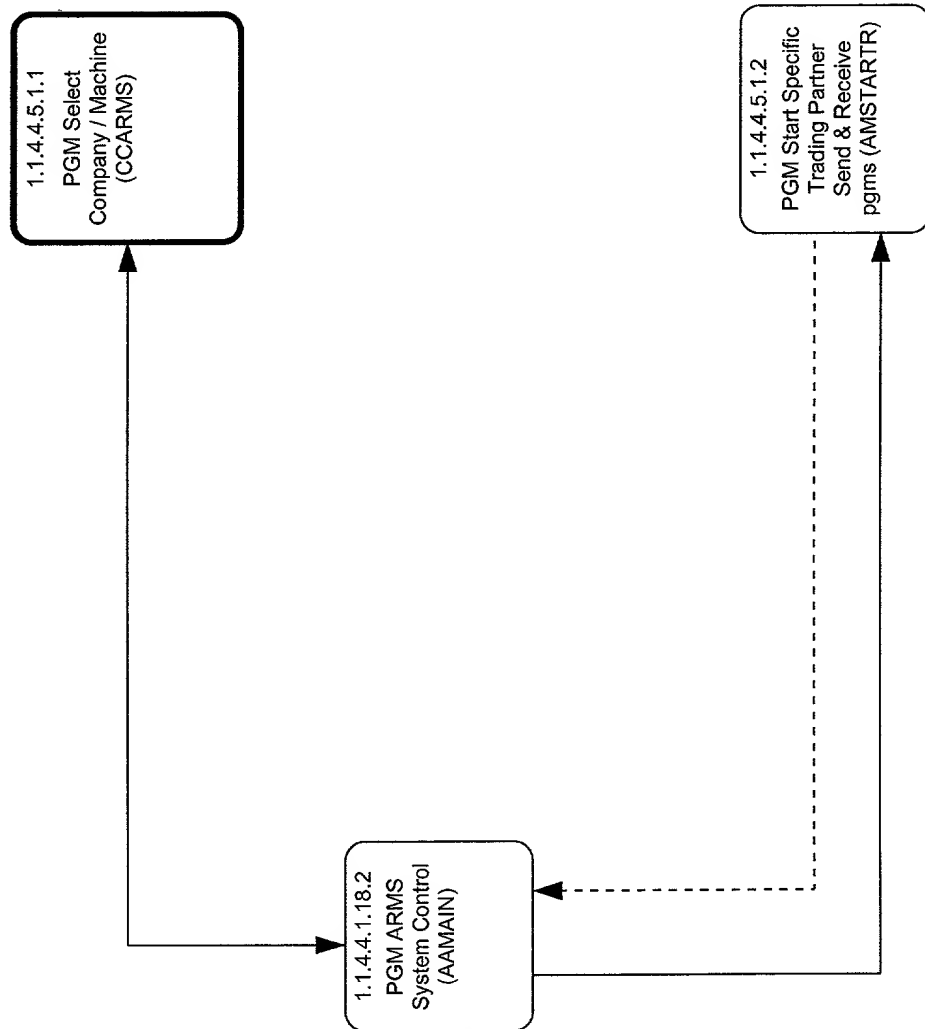


Screen Navigation Diagram  
01/25/99 GWE



1.1.4.4.5.1 ONL Start Individual Trading Partner Communication Programs

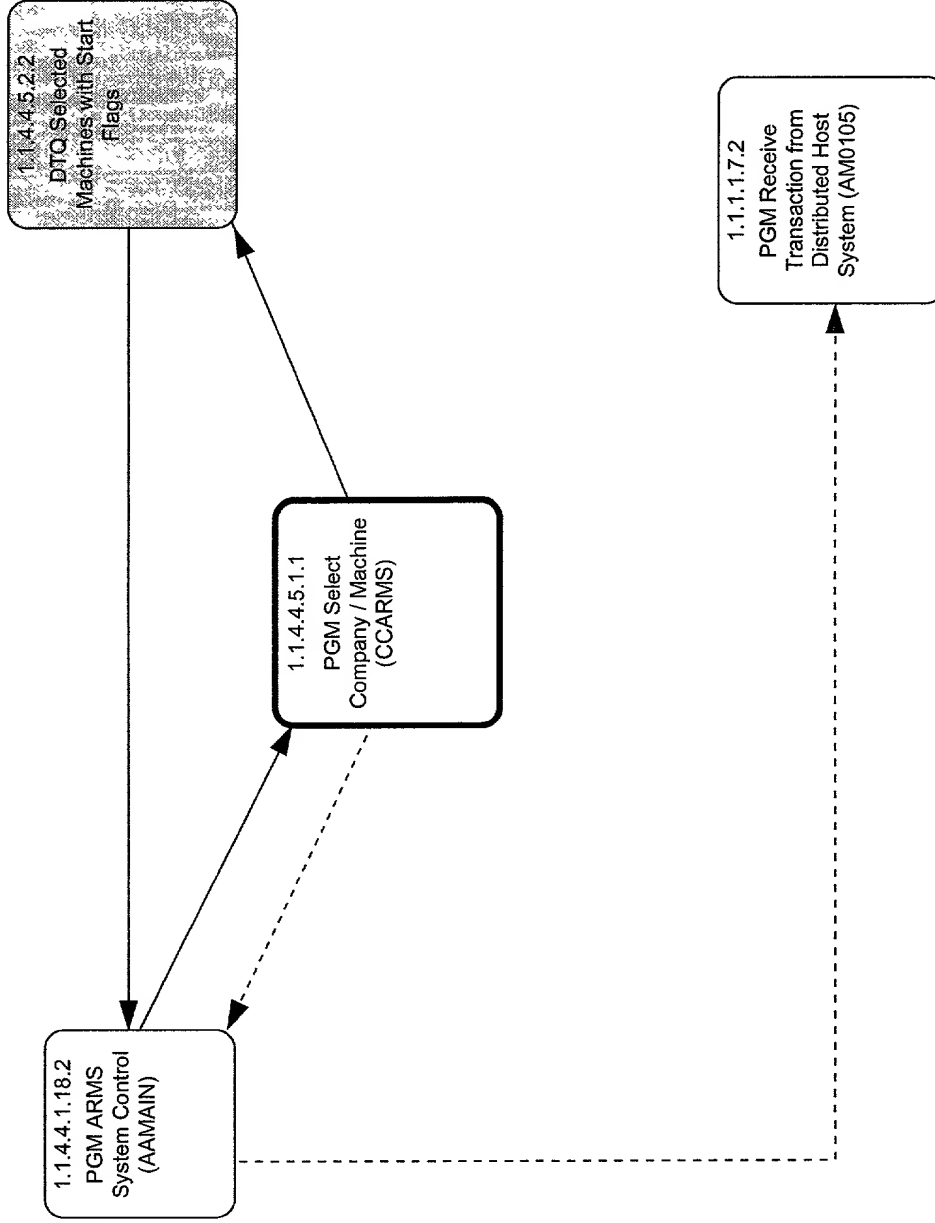
Component Navigation Diagram  
12/08/98 AXK



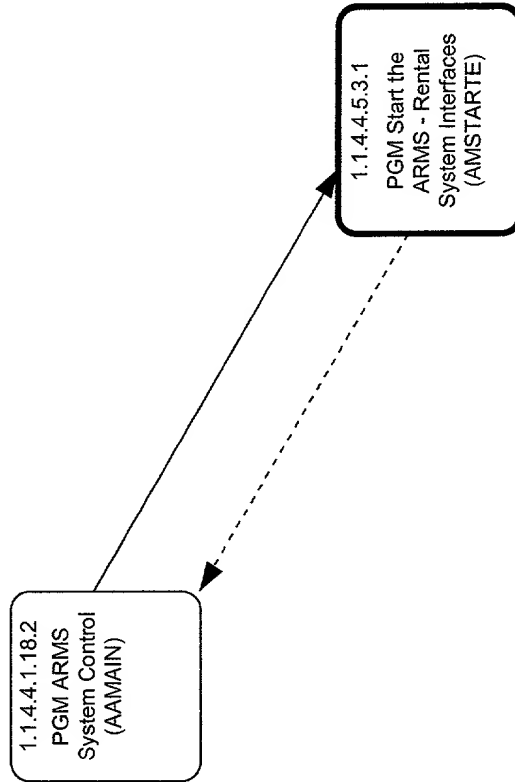


1.1.4.4.5.2 ONL Start Transaction Distribution Programs for Specific(s) Machine

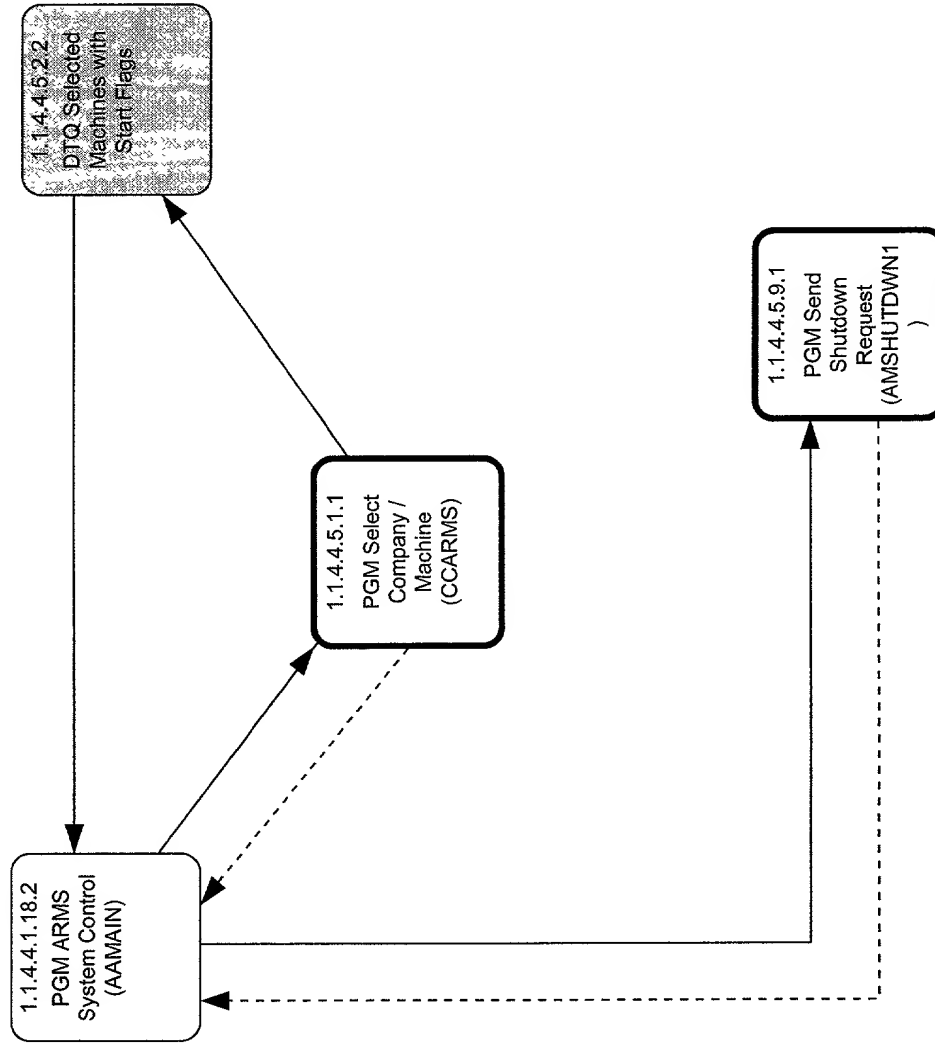
Component Navigation Diagram  
12/08/98 AXK



1.1.4.4.5.3 ONL Start the ARMS to Rental Systems Interfaces

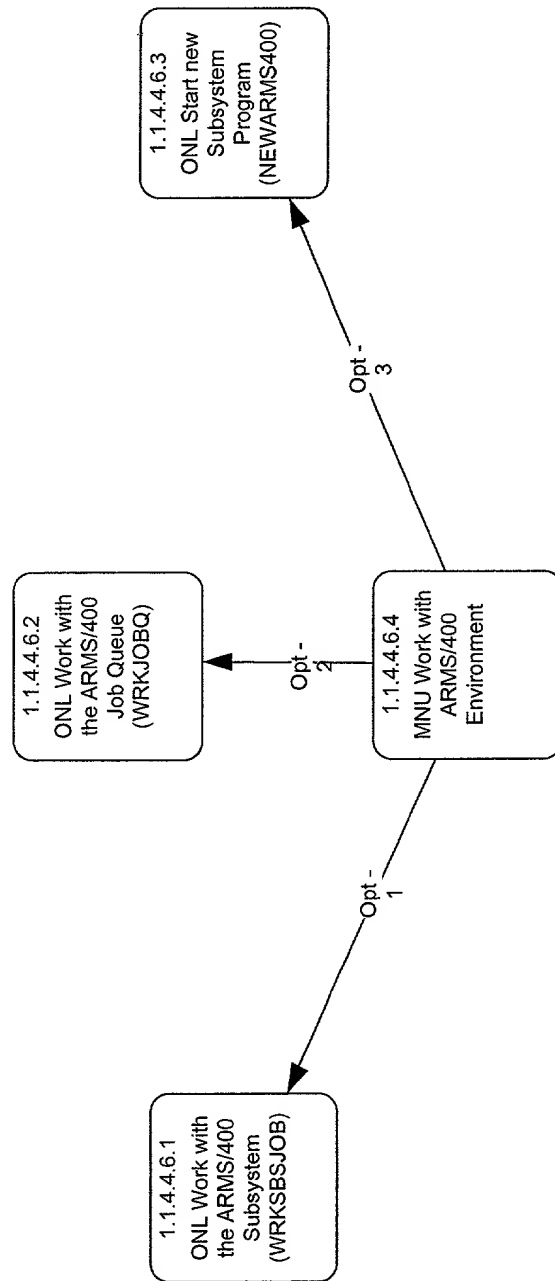


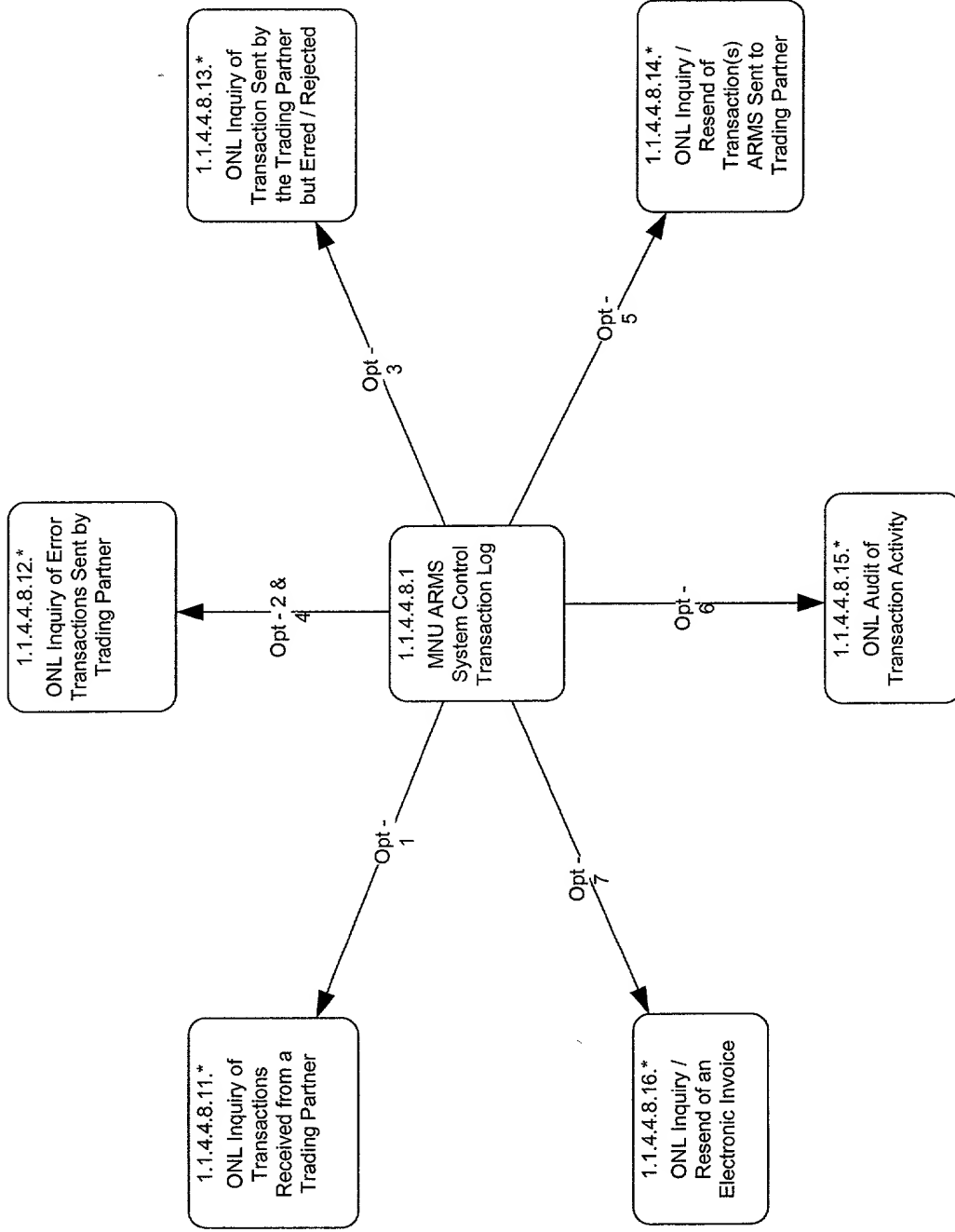
#### 1.1.4.4.5.9 ONL Shutdown ARMS Environment for a Specific Machine



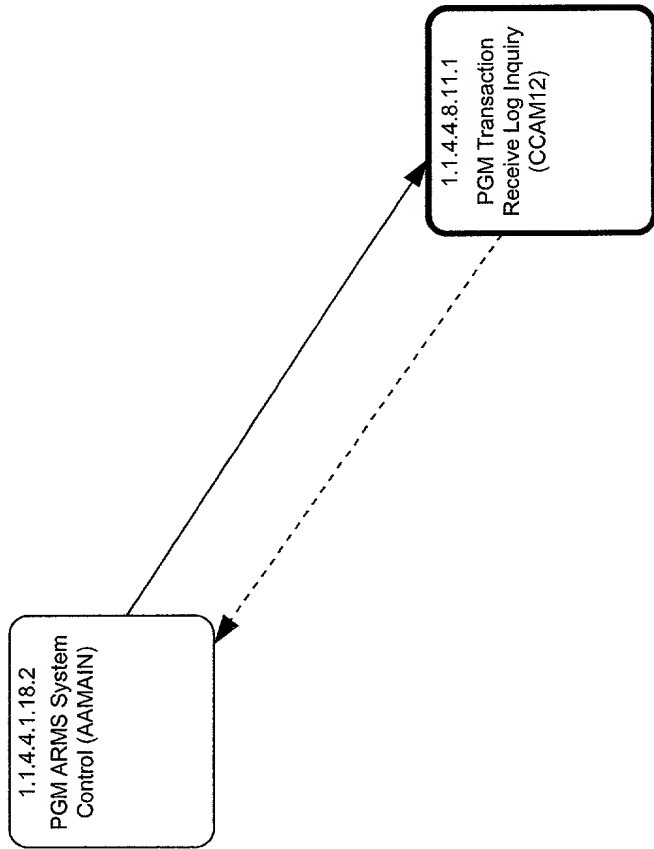
# 1.1.4.4.6 ONL Perform ARMS/400 Environment Maintenance

Screen Navigation Diagram  
01/27/99 GWE



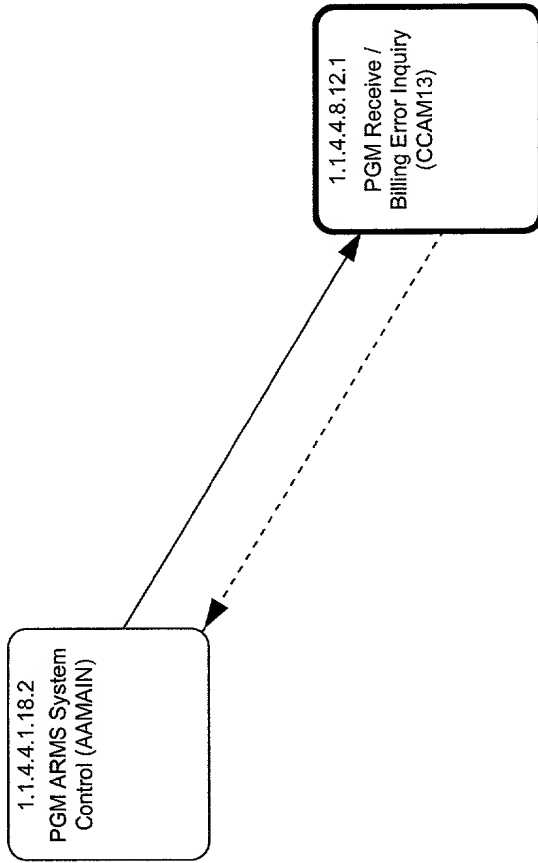


1.1.4.4.1.18.2  
PGM ARMS System  
Control (AA/MAIN)



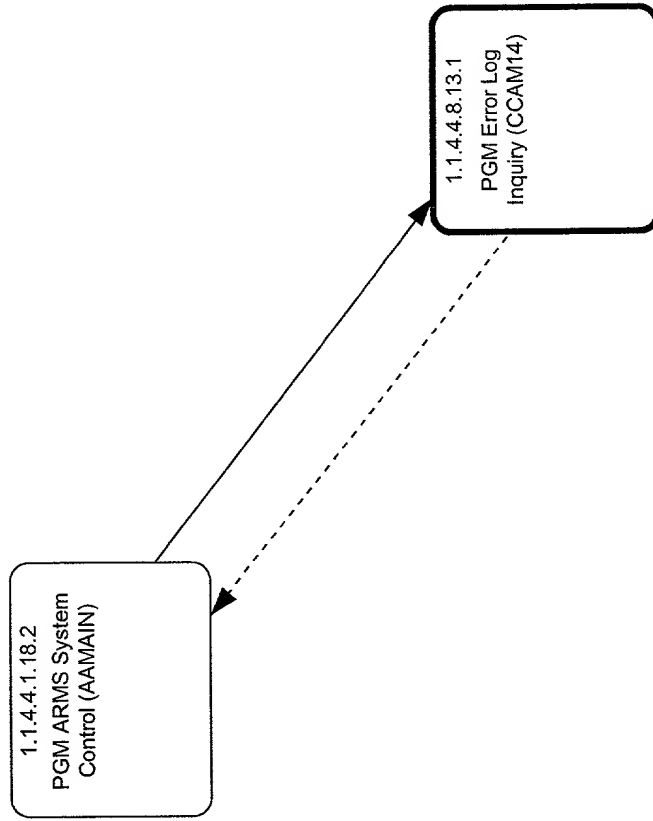
1.1.4.4.8.12 ONL Inquiry of Error Transactions Sent by Trading Partner

Component Navigation Diagram  
11/03/98



# Component Navigation Diagram

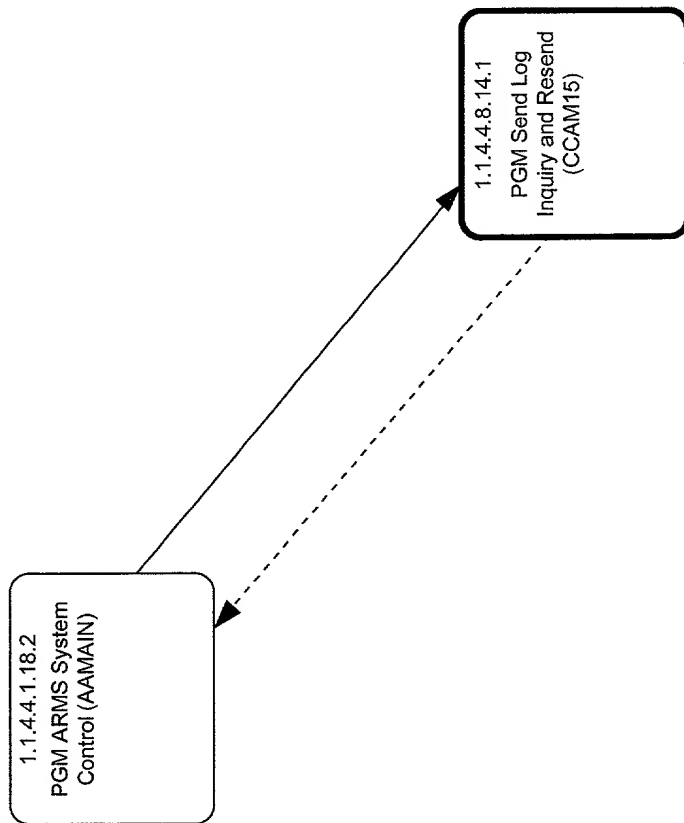
11/03/98





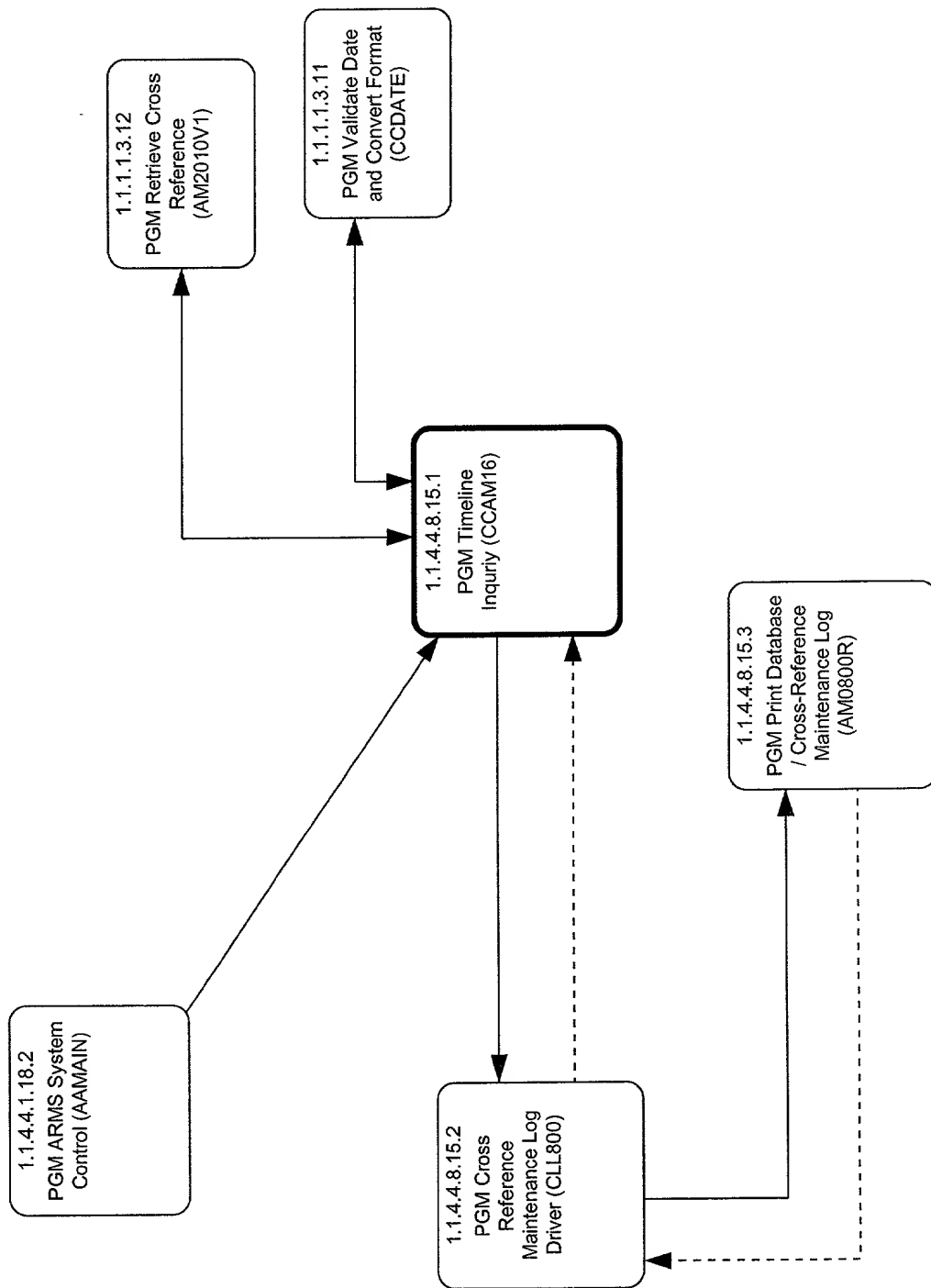
1.1.4.4.8.14 ONL Inquiry / Resend of Transaction(s) ARMS Sent to Trading Partner

Component Navigation Diagram  
11/03/98

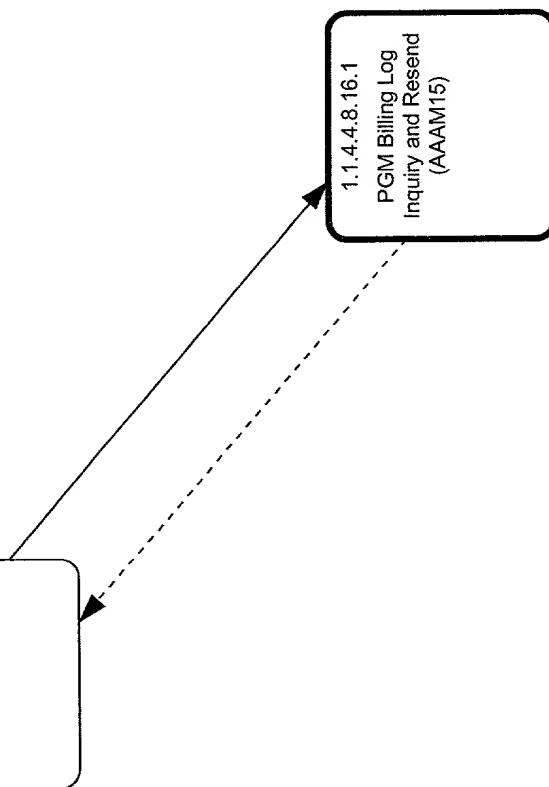


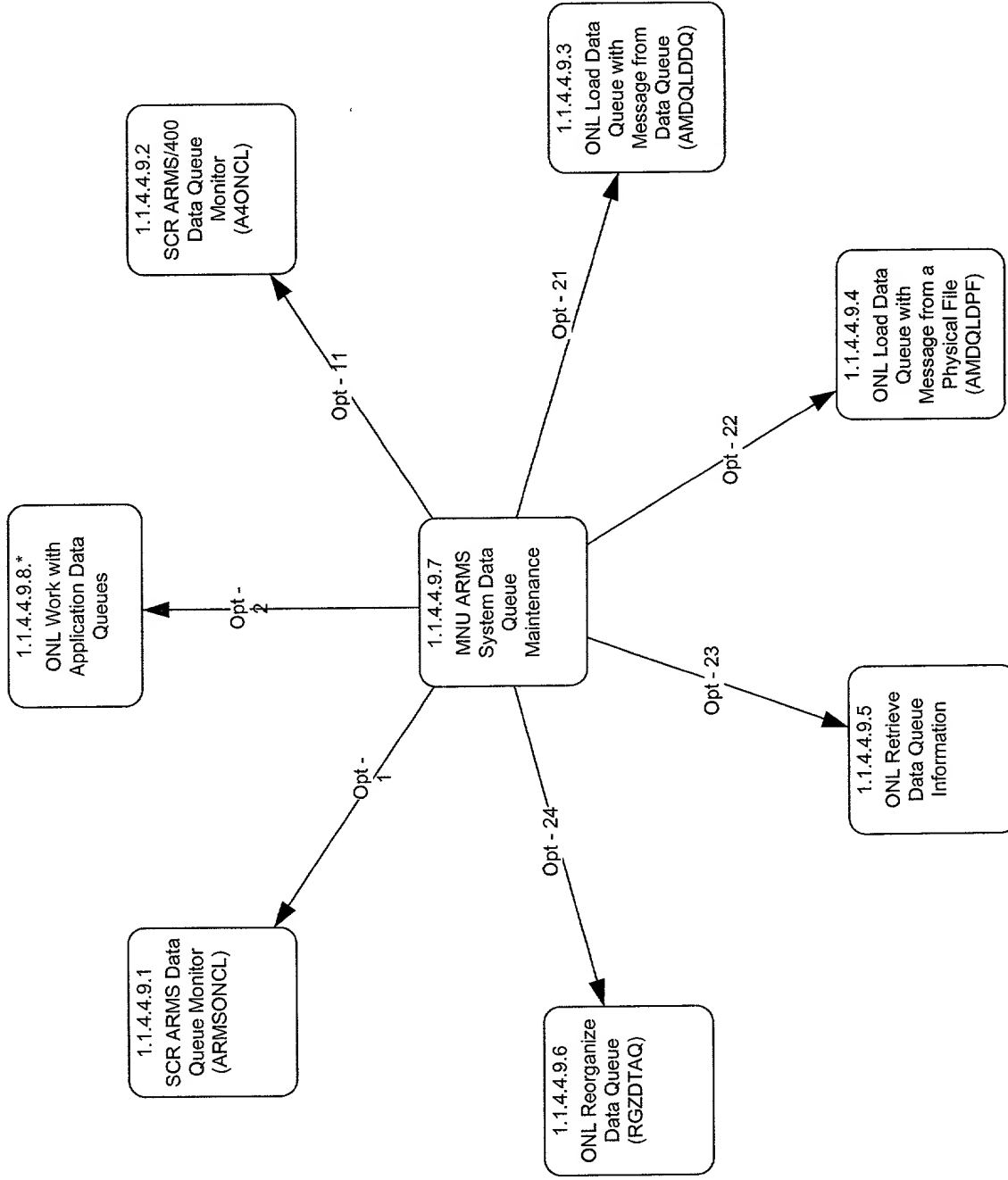
1.1.4.4.8.15 ONL Audit of Transaction Activity

Component Navigation Diagram  
11/03/98



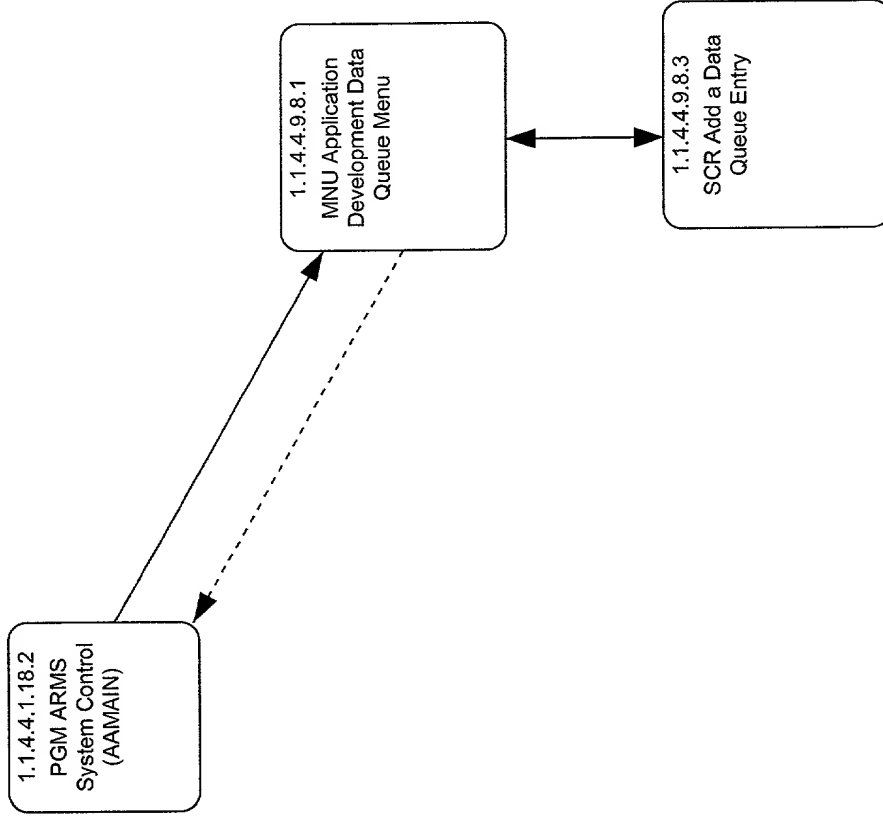
1.1.4.4.1.18.2  
PGM ARMS System  
Control (AAMAIN)



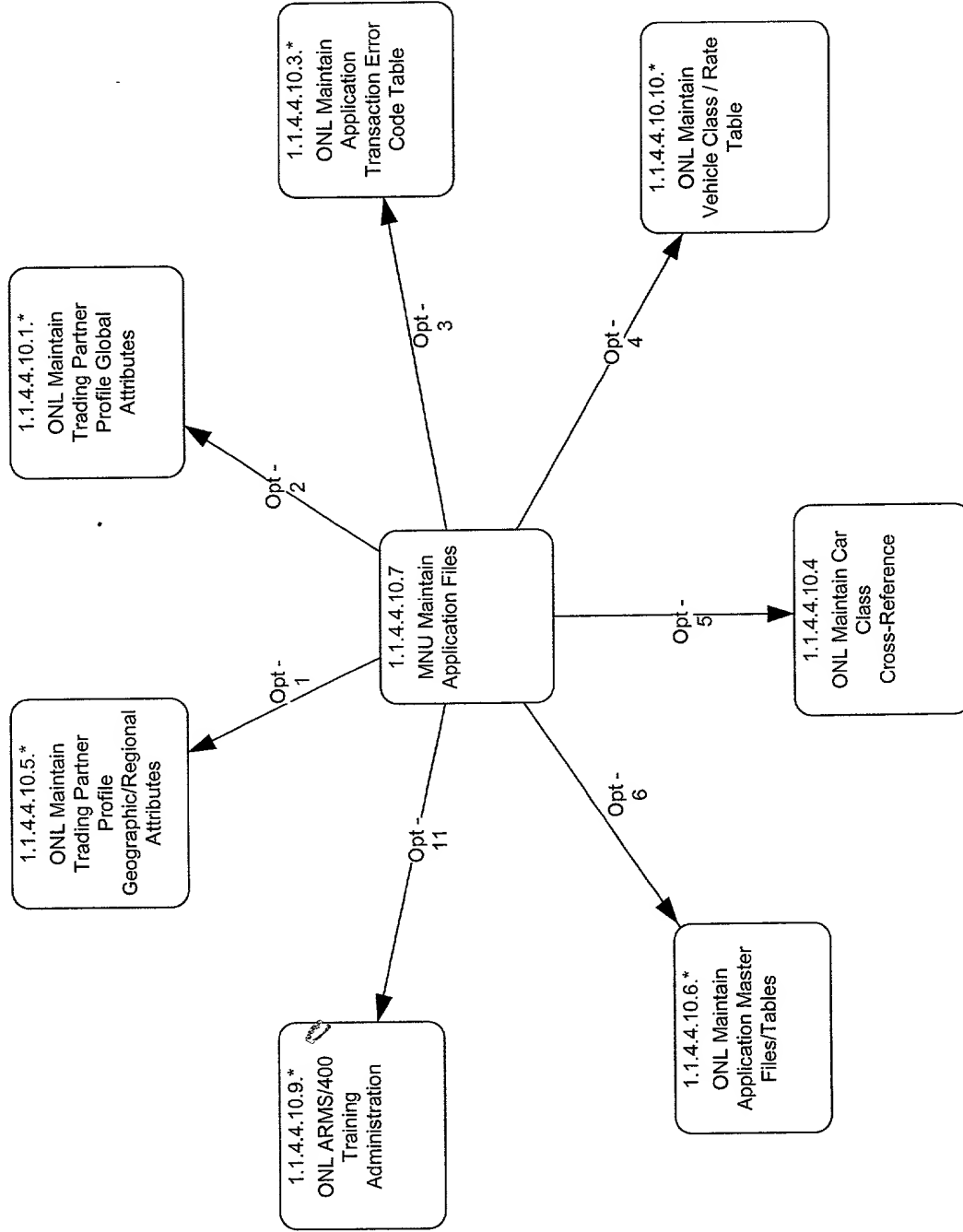


Component Navigation Diagram  
11/03/98

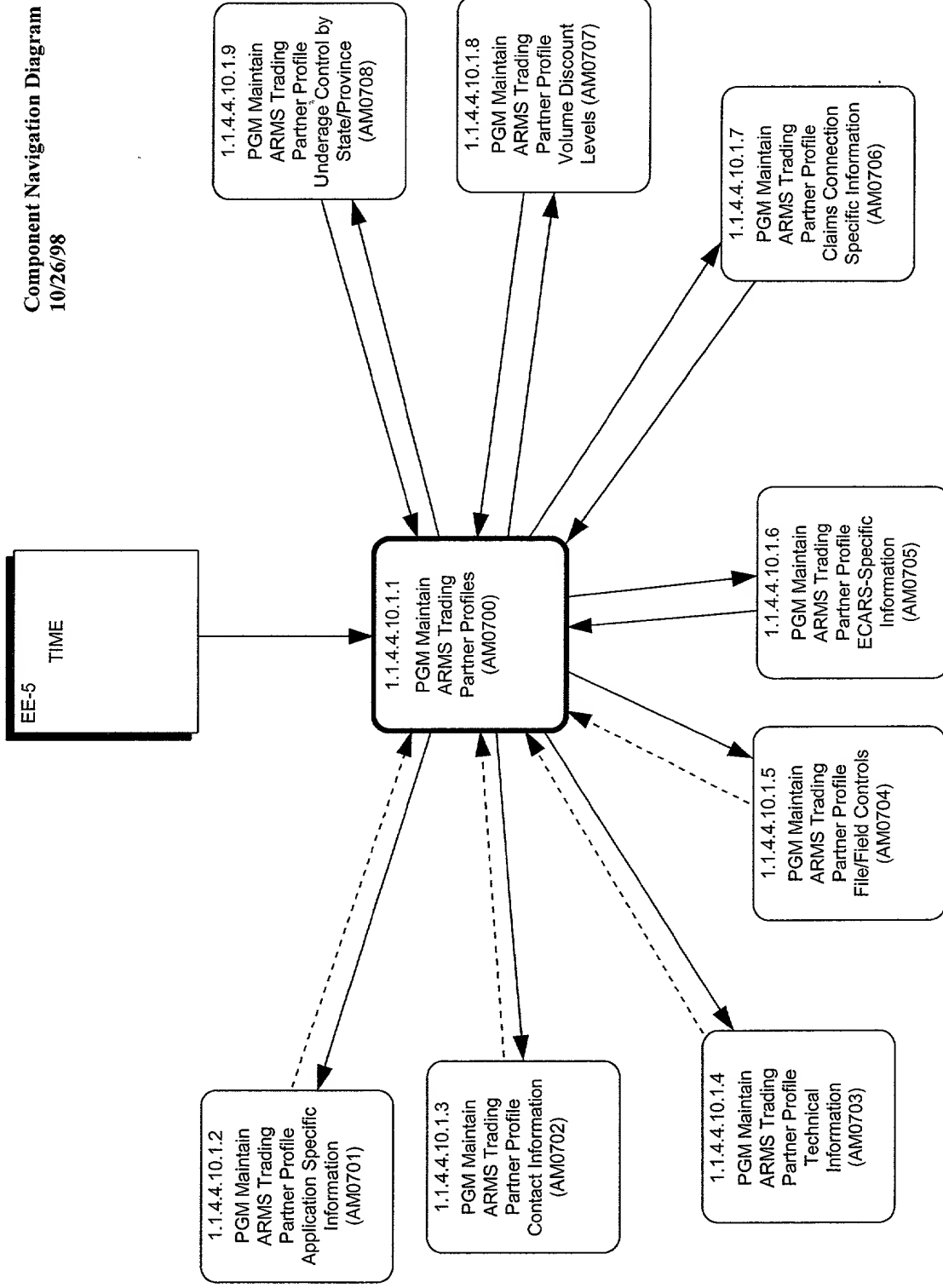
1.1.4.4.9.8 ONL Work with Application Data Queues

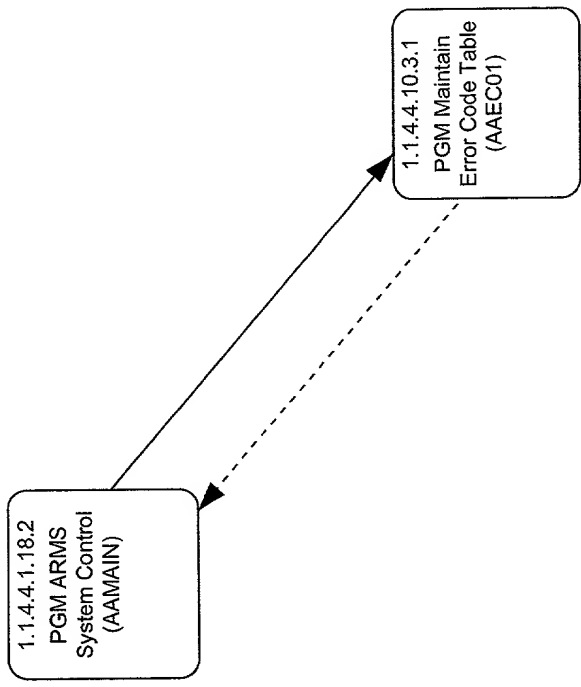


Screen Navigation Diagram  
01/27/99 GWE



# 1.1.4.4.10.1 ONL Maintain Trading Partner Profile Global Attributes

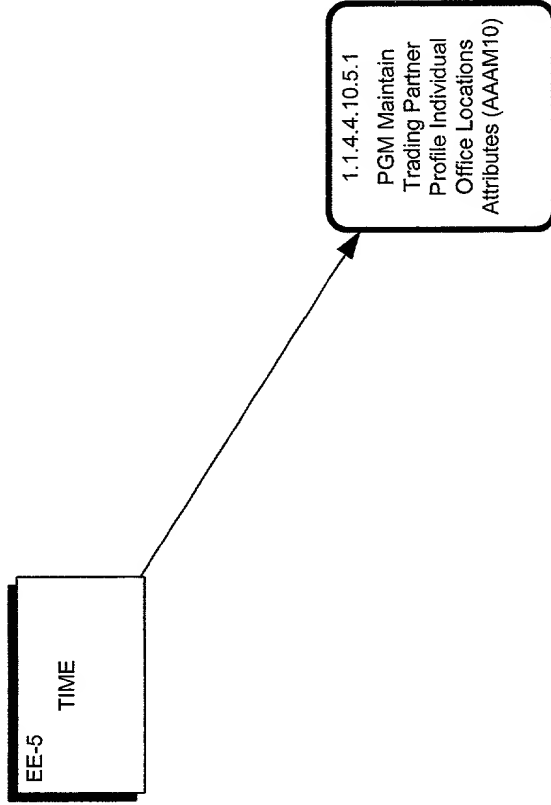






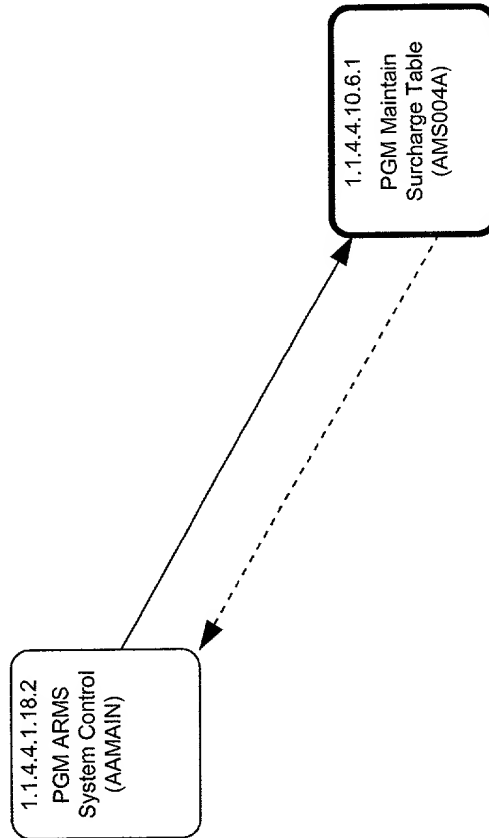
# 1.1.4.4.10.5 ONL Maintain Trading Partner Profile Geographic/Regional Attributes

Component Navigation Diagram  
11/23/98 GWE



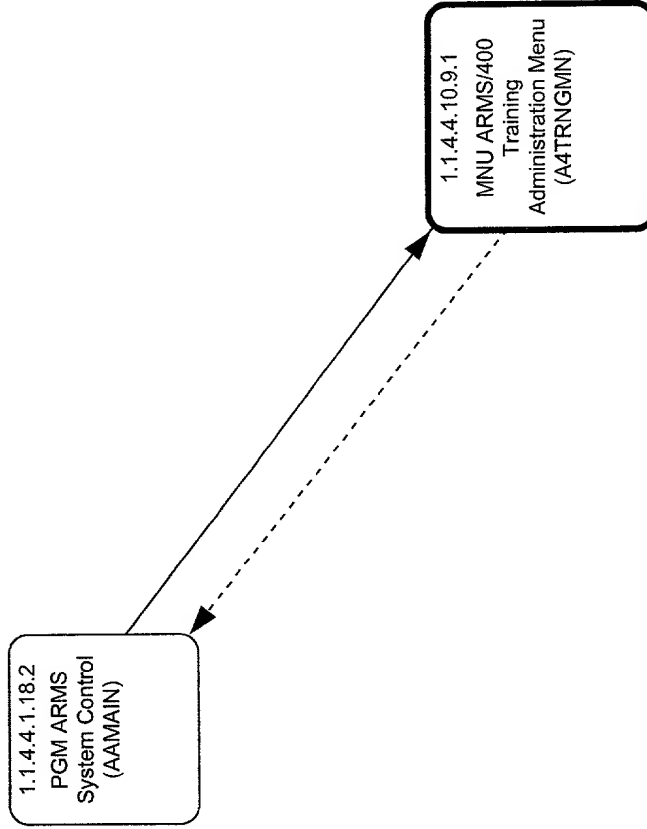
## Component Navigation Diagram

10/28/98 GWE



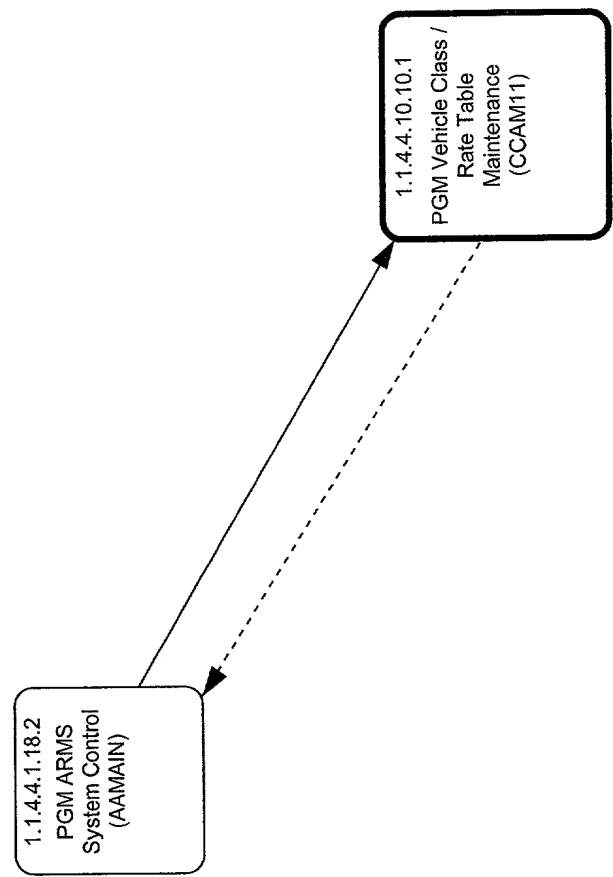
1.1.4.4.10.9 ONL ARMS/400 Training Administration

Component Navigation Diagram  
11/03/98

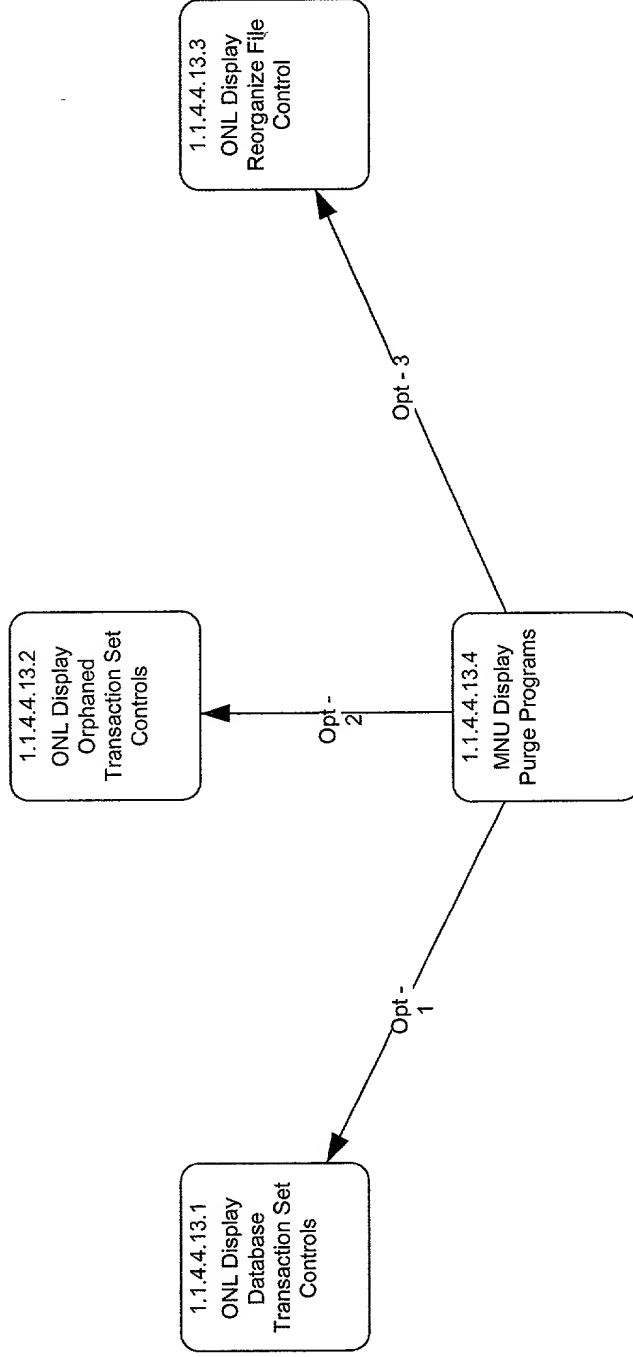


1.1.4.4.10.10 ONL Maintain Vehicle Class / Rate Table

Component Navigation Diagram  
11/03/98



1.1.4.4.13 ONL Monitor Purge Activity



## EXHIBIT C

## Process

Hierarchical numeric ID: 1

Coded name:

Name: ARMS Context (CSD)

Comment: @Definition: Automated Rental Management System is the electronic data interchange (EDI) application and communications bridge between the Enterprise Rent-A-Car rental applications (ECARS-Enterprise Computer-Assisted Rental System and Claims Connection) and the application systems used by Rental Management Trading Partners (mostly insurance companies using ARMS/400, a VAN - Value-Added Network, or their own in-house application) and Direct Billing Trading Partners.

@Purpose: To accept EDI transmission envelopes from the trading partners, unpackage the transmissions, perform transaction data set edits, route to the appropriate distributed rental location's rental application system host computer platform and update the rental application database with the EDI transaction's information. To also, generate transaction data sets from the rental applications for sending to the trading partners.

@Notes: ARMS has a centralized data store for progressive transaction daily work files, received and sent transmission logs, error logs, billing logs, rental transaction database of information passed to date, trading partner transaction/rental transaction cross-reference, and trading partner profile files. ARMS has a distributed data store for transaction daily work files, error logs, trading partner transaction/rental transaction cross-reference and a subset of the duplicated images of the centralized trading partner profile files.

Also, the current transaction formats processed with some trading partners and within the majority of the ARMS software are using documented proprietary EDI transaction data set formats and transmission envelopes. However, some trading partners are exchanging information using ANSI (American National Standards Institute) X12 EDI standards for the 272 Rental Management transaction format that require translation to and from these proprietary EDI transaction data set formats, mapping, repackaging/unpackaging, and communication using an installed third-party software package, Any EDI integration software's "EDI Integrator".

## Process

Hierarchical numeric ID: 1.1

Coded name:

Name: BA Automated Rental Management System

Comment: @Definition: This is a rental business area application system software set of processes that allows Automated Rental Management, rental reservations, rental location and rate maintenance notifications, invoice billing and electronic funds transfer (EFT) remittance advice transactions via EDI (Electronic Data Interchange) communications to be routed between trading partners and rental application and financial software systems within Enterprise Rent-A-Car.

## Process

Hierarchical numeric ID: 1.1.1

Coded name:

## ARMS Process Report

Name: AA Trading Partner Business Transactions

Comment: @Definition: This application area represents all EDI transmissions that are sent from the EDI Rental Management Trading partner users to be routed to the distributed application system for:

creating rental reservations; perform rental payment authorization maintenance for a current rental contract or reservation; or, messages to the rental branch office staff. Also, will process received electronic remittance advice detail in response to electronic billing invoice for a closed rental contract that they had authorized payment to be routed to the Cash Receipts financial application system.

### Process

Hierarchical numeric ID: 1.1.1.1

Coded name:

Name: BT Request for Authorization Management by Customer

Comment: @Definition: The set of automated activities that are used in the creation of reservations and maintenance of the rental payment/direct billing authorization from an EDI transmission received from the Rental Management Trading Partner.

@Purpose: To allow the Rental Management Trading Partner an electronic means of creating rental reservations and managing their rental payment/direct billing responsibility authorization information for a vehicle rental.

### Process

Hierarchical numeric ID: 1.1.1.1.1

Coded name:

Name: AUT Receive Transmission

Comment: @Definition: This represents any of the external (not between the multiple Enterprise Rent-A-Car AS/400 computer systems) connection-specific communication receiver programs that receive communication transactions from an electronic data interchange (EDI) trading partner or their VAN - Value-Added Network service provider.

#### @Operational Method:

This program requests a program start from company, then continuously receives data from company until a record with \*DOWN is received indicating that this was the last transmission before the trading partner's sender program shutdown. For every non-shutdown transmission received, a data queue entry is sent to DQAM70V1 so that the received transmission is placed into the Received Transmission Log file (AMTRNLOG) as an audit trail and then the transmission is then output to the connection-specific received transmissions for either production or test purposes work file (AMxxxxxn, where 'xxxxx' is the PROFILE ID of the trading partner or his value-added network for production or testing, and 'n' is the version number - currently all are the value '1').

@Notes: Each direct connect trading partner or VAN (Value-Added Network), has a PRODUCTION PROFILE ID and a TEST PROFILE ID.

### Process

Hierarchical numeric ID: 1.1.1.1.1.1

Coded name: AMzzzRCV (zzz = Root of Van ID)

Name: PGM Receive Proprietary Transmission (AMzzzRCV)

## ARMS Process Report

Comment: @Purpose: To receive proprietary EDI transmissions from any ARMS-connected VAN (Value-Added Network).

### @Operational Method:

This program is evoked by a VAN's sender and then continuously awaits and receives data from the VAN until a record with \*DOWN is received.

The input is logged and put in the appropriate receiver file.

For any program exception error, the \*PSSR subroutine is executed to DUMP the current program and if the return code is equal to 8196 and the current time is outside of the 11:00pm - 3:00am time interval, call AMPSSR program to send a pager message to the ARMS primary and backup On-Call pagers so that manual intervention may be initiated.

@Notes: For specific ICF operations, see the record formats in the ARMICF file that this program uses for input.

The "real-time" receiver job abnormally ends execution when the VAN's shutdowns their communication environment at 1:00am nightly, 12:00am Sunday. This program would normally end when receiving a \*DOWN request after having sent the VAN a \*STOP request command from the AMSTOP2R program executed nightly at 12:50am. Any abnormal halts or ending of the production communication receiver job during their scheduled operational time currently notifies the ARMS On-Call staff in order that they may manually intervene to notify any ARMS-connected VAN to attempt to restart the critical communication process job.

### Process

Hierarchical numeric ID: 1.1.1.1.1.2

Coded name: CLL818

Name: PGM Set Environment to Receive Proprietary Batch Transmission (CLL818)

Comment: @Definition: This is the ARMS Trading Partner Company - to -ARMS receive ARMS-connected Value-Added Network batch communication driver program (written in CL/400 - Original Program Model).

@Purpose: This program's purpose is to set up the environment and call the necessary program to receive an electronic data interchange batch transmission envelope formatted in Enterprise Rent-A-Car 's ARMS- proprietary EDI formats, over a dialup communication line, to IBM ARMS-connected Value-Added Network electronic communication network mailbox. This mailbox contains one or more transmissions intended to be received by ARMS, sent from the ARMS Trading Partner Company's Insurance Claims Management application system's associated batch sender communications programs on their IBM mainframe computer network system.

### @Operational Method:

- This program is delay until 7:00am prior to any further processing.
- The next step is to vary on (activate) the ARMS-connected Value-Added Network communication line, EDI controller (includes all downline attached configuration elements) and the EDI integration software device if any of these communication elements are found to be not ready.
- Add EDI integration software library to the batch job's library list.
- Then for a production batch receive, call/execute program AM\*\*\*RCB with parameter '\*\*\*01' (ARMS Trading Partner Company production Profile ID) to Receive



## ARMS Process Report

ARMS Trading Partner Company Receive Batch file via ARMS-connected Value-Added Network with EDI integration software. This will write all records to ARMS Trading Partner Company Receive file and ARMS Receive Log file and send all records' transmission key value to the any ARMS Trading Partner Company Receiver Data Queue.

- The next step is to copy the records from the AM\*\*\*RCB ARMS Trading Partner Company Received Batch Transmissions file to an archive file, AM\*\*\*RCBSV and then clear the AM\*\*\*RCB file.

- Repeat the call /execute, copy and clear for testing using the parameter 'T\*\*\*T' (ARMS Trading Partner Company test Profile ID).

@Notes: Runs on the centralized ARMS application host computer system once per day, Monday through Saturday, after ARMS Startup's Restore Unprocessed Transaction batch job (L814) has completed, regardless if holiday. Scheduled via ROBOT/Scheduler REACT mode.

This program was created by the ETD- Emerging Technologies Department's (formerly Advanced Technologies Department) EDI project team, but is currently maintained primarily and the responsibility of the ARMS Application Development Department. This program is used to receive a batch transmission envelope that might contain the following Enterprise ARMS proprietary EDI transaction sets: Authorization maintenance (AT-Add and AT-Change), ER-Error, and PM-Payment Advice.

@Files: (CRUD)

- AM\*\*\*RCB (-R-D)
- AM\*\*\*RCBSV (C---)

### Process

Hierarchical numeric ID: 1.1.1.1.1.5

Coded name: AM\*\*\*RCB

Name: PGM Receive ARMS-connected Value-Added Network Batch for specified ARMS Trading Partner Companies (AM\*\*\*RCB)

Comment: @Purpose: This program's purpose is to receive an electronic data interchange batch transmission envelope formatted in Enterprise Rent-A-Car 's ARMS-proprietary EDI formats, over a dialup communication line, to IBM ARMS-connected Value-Added Network electronic communication network mailbox. This mailbox contains one or more transmissions intended to be received by ARMS, sent from the specified ARMS Trading Partner Companies Insurance Company's ARMS-interfacing application system's associated batch sender communications programs on their host computer network system.

@Operational Method: This program is used to receive a batch transmission envelope that might contain the following Enterprise ARMS proprietary EDI transaction sets: Authorization maintenance (AT-Add and AT-Change), ER-Error, and PM-Payment Advice. It will retrieve the EDI integration software Profile record for account 'ERAC' and user ID 'ERACARM' from the IEPROFL IBM EDI integration software User Profile File, load the externally-defined local data area with program execution entry parameter values, and call the IBM EDI integration software licensed program product EDI library's IEIFEXEC main program for IBM EDI integration software BASE. This program will then read the IEIFEXEC program's output AM\*\*\*SNB file records, that were "pulled" from specified ARMS Trading Partner Companies' send to ARMS mailbox on the IBM ARMS-connected Value-Added Network electronic communication network. Any production transmissions will be written to the AM\*\*\*011 specified ARMS Trading Partner Companies production received transmission output file and its key sent to the DQ\*\*\*011 specified ARMS Trading Partner Companies' Received Transmission Input Data Queue to its specific AM0010V1 program for transmission envelope validation. Any

## ARMS Process Report

test transmissions will be written to the AM\*\*\*011 specified ARMS Trading Partner Companies production received transmission output file and its key sent to the DQT\*\*\*T specified ARMS Trading Partner Companies Received Transmission Input Data Queue to its specific AM0010V1 program for transmission envelope validation. For every input transmission record received, each record format is written to the files AMTRNLOG (transactions received audit trail) and to file AMxxxxxxn and sent to data queue DQxxxxxxn (company 'xxxxx' and version 'n' specific) for either production ("\*\*\*01") or test ("T\*\*\*T") purposes. For any program exception error, the \*PSSR subroutine is executed to DUMP the current program and call AMPSSR program to send a pager message to the ARMS primary and backup On-Call pagers so that manual intervention may be initiated.

@Frequency: Once per day, Monday through Saturday after ARMS Startup's Restore Unprocessed Transaction batch job (L814) has completed, regardless if holiday.

@Notes: This program is called twice within a batch job's driver CL program, CLL818 ETD: ARMS Trading Partner Company Receive Batch program that runs on the centralized ARMS application host computer system. The first occurrence for this program execution with entry parameter to cause the program to perform only receive transmissions for the "\*\*\*01" ARMS Trading Partner Company production processing. The second program execution with entry parameter "T\*\*\*T" to cause the program to perform only receive transmissions for the "T\*\*\*T" ARMS Trading Partner Company test processing. See documentation for CLL818 to determine when processed.

This program should be processing only when the pair of any ARMS-connected VAN communication sender program is active and the centralized ARMS application host computer system and its ARMS subsystem is active. Usually should be in operation from 3:00am to 1:00am, Monday through Tuesday and on Sunday from 7:30am to 11:00pm.

This program was created by the ETD- Emerging Technologies Department's (formerly Advanced Technologies Department) EDI project team, but is currently maintained primarily and the responsibility of the ARMS Application Development Department. This program is used to receive a batch transmission envelope that might contain the following Enterprise ARMS proprietary EDI transaction sets: Authorization maintenance (AT-Add and AT-Change), ER-Error, and PM-Payment Advice.

### Process

Hierarchical numeric ID: 1.1.1.1.1.6  
Coded name: EDMRLUA  
Name: PGM Receive LU 6.2 Transmission (EDMRLUA)  
Comment: @Definition: This is the ARMS Receiver LU 6.2 communication program.

@Purpose: This program's purpose is to receive an electronic data interchange transmission envelopes formatted in CIECA drafts for ANSI X.12 standard EDI formats, over a leased communication line, with an ARMS Trading Partner Insurance Company's automobile claims application system's associated sender communications program on their host computer network system.

@Operational Method: 1. Capture job attributes and set up library list, debug options, logging, traces, etc. 2. Retrieve parameters from data area with the same name as the job = same as the device description. (This allows control of various options without requiring that the initiator of the APPC ALLOCATE send parameters to control them.) 3. Set up communications line trace and/or ICF trace as specified. If the current user does not have sufficient authority, proceed without traces. If any other trace error, proceed without traces. 4. Execute either the EDISYS/STRCTLSCRIB (API: Start ctl script to call ARMS-connected Value-Added Network)

## ARMS Process Report

or the EDISYS/STRRCVTRNB (API: Start ctl script; rcv/unwrap/transmission) command using appropriate parameters.

@Frequency: Heavy utilization between 6:00am - 3:00pm (all times are Central time zone), Monday through Friday, especially at 6:00am receiving batch burst of scheduled invoice payment advice (PM) transaction set transmissions. Additional heavy utilization from 10:00pm - 10:10pm receiving batch burst of scheduled invoice payment remittance advice (RM) transaction set transmission batches. Moderate utilization between 7:00am - 9:00am and 3:00pm - 7:00am Monday through Friday. Light utilization on all other active times, including weekends and holidays.

@Notes: This program was created and is maintained primarily by the Emerging Technologies Department (ETD - formerly Advanced Technologies Department) EDI project team. This program is used to receive all real-time business-event transaction data transmission sets for production or test information interchange. This is running as a prestart job because this will enable the programs involved in this job to be pre-started so that the programs and their resources remain open and active since each trading partner evokes the communication session each time they send a transmission envelope.

@Process Frequency: This program is used within two never-ending program prestart batch jobs on the centralized ARMS application host computer system. One job is Lxxxxx1R (where xxxxxx is the full ARMS Company Profile ID) that executes EDxxxxRC1 (where xxxxxx is the full ARMS Company "root" Customer ID) - ETD: EC/EDI: ARMS X.12 Trading Partner Receiver Communication for Production. That program is started by remote via an APPC MC\_ALLOCATE. In order for APPC (Advanced Program-to-Program Call) to trigger it properly, there should be a communications entry in the any EDI integration software subsystem which associates the device or remote location to JOBID EXCMNJOBID and user EDIOWN. This program can be executed from either a prestart job command within the AM\*\*\*COMP (where \*\*\* is the Profile ID root value) program or by an ARMS subsystem "prestart" job that executes ED\*\*\*RC1 program, that calls/executes this EDMRLUA program with a single entry parameter for the ARMS Profile ID value to cause the program to perform "receive" production transaction processing. The other job, ED\*\*\*RCT, executes this program with entry parameter 'T\*\*\*X' will cause the program to perform only "receive" test transaction processing. The production receiver job starts execution at usually on Sunday at 8:00am and stays active 24 hours per day through Saturday at 1:00am in order to do RARMS mirrored systems role swap when this "real-time" receiver job is normally ended. Any exception errors or abnormal ending that occur during the execution of the production communication receiver job on the centralized ARMS application host computer system during their scheduled operational time currently causes the notification of the ETD and ARMS primary and backup On-Call staff pagers. This is done so that they may manually intervene to attempt to restart the critical communication process job.

@Data Areas: (CRUD)

- EX || Company Id (-R--) (in EDI integration software system library)
- EXDBG (-R--) (in any EDI integration software system library)

### Process

Hierarchical Numeric Ed. : 1.1.1.1.1.7  
Coded name: EDMRMQA  
Name: PGM Receive Alternate Protocol Transmission (EDMRMQA)  
Comment: @Definition: This is the ARMS Receiver for alternate protocol communication program.

@Purpose: This program's purpose is to receive X12 standard EDI formats, over a leased communication line, with ARMS Trading Partner Insurance Company's

## ARMS Process Report

automobile claims application system's associated sender communications program on their host computer network system.

@Operational Method: 1. Capture job attributes and set up library list, debug options, logging, traces, etc. 2. Retrieve parameters from data area with the same name as the job = same as the device description. (This allows control of various options without requiring that the initiator of the APPC ALLOCATE send parameters to control them.) 3. Set up communications line trace and/or ICF trace as specified. If the current user does not have sufficient authority, proceed without traces. If any other trace error, proceed without traces. 4. Execute either the EDISYS/STRCTLSCRB (API: Start control script to call ARMS-connected Value-Added Network) or the EDISYS/STRRCVTRNB (API: Start control script; receive/unwrap transmission) command using appropriate parameters.

@Notes: This program is maintained by the ETD and is used to receive all real-time transaction sets for production or test environment. As of July 6, 1998, it has not been put into regular scheduled daily use because a specified ARMS EEDI Trading Partner Company's application changes to exchange with ARMS has not yet been implemented.

### Process

Hierarchical numeric ID: 1.1.1.1.1.8

Coded name: EDMRUWA

Name: PGM Unwrap Envelope (EDMRUWA)

Comment: @Purpose: To unwrap received X12 EDI Transmission Envelope.

#### @Operational Method:

- Receive and unwrap an electronic data interchange transmission envelope formatted in ANSI X12 standard EDI formats.

- For any program exception error, the ATDPSSR and AMPSSR programs are called to send a pager messages to the ETD and ARMS primary and backup On-Call pagers so that manual intervention may be initiated.

@Notes: This program is maintained by the ETD. This program is used as a never-ending program batch job on the centralized ARMS application host computer system.

Currently used to receive transmissions over a leased communication line, with ARMS Trading Partner Insurance Company's automobile claims application system's associated sender communications program on their mainframe computer network system, based in Boston, Massachusetts.

### Process

Hierarchical numeric ID: 1.1.1.1.1.9

Coded name: EDLRMIA

Name: PGM Receive Mapper Interface (EDLRMIA)

Comment: @Purpose: To drive and control the translation of the X12 EDI formats in the incoming transmission to proprietary formats.

#### @Operational Method:

- Declare programs variables

## ARMS Process Report

- Change the Any EDI integration software communication script name to the passed input parameter field value for COMPANY ID
- Allocate the receive interface files
- Wait for EDI transaction envelope
- IF transactions have been received, execute the any EDI integration software's Start Translate Connections Command to search for Log of Connection records which are eligible for incoming translation.
- IF translation error encountered, Notify ETD and ARMS on-call staff and end job.
- ELSE, Call the ARMS EDI Receive Interface program to write application records.
- IF program is running in debug mode, Copy receive interface files to their save files.
- Clear the receive interface files
- ELSE, (transactions have not been received)
- Deallocate receive interface files.
- Send shutdown data queue entry to the receive unwrap input data queue.

@Notes: This program was created and is maintained primarily by the Emerging Technologies Department (ETD - formerly Advanced Technologies Department) EDI project team. This uses the any EDI integration software's mapping/translation utility third-party software package.

This program is submitted as a called never-ending program batch job with the job name 'Lxxxxx1RM' (where "xxxxx" is the Trading Partner Profile ID) and specifies using the any EDI integration software system library's EDISFTWJOB DP job description on the centralized ARMS application host computer system by the 'L\*\*\*011R' receiver job with the following input parameters:

5 Alphameric COMPANY ID  
1 Alphameric DEBUG FLAG (possible values: "Y" (Yes) or "N" (No))

(12/17/98)

This object which is used in the receive mapper job has been changed to delay until midnight at shutdown before sending a shutdown data queue entry to the receive unwrapper job. This change was necessary because transactions received between 11:45 p.m. and midnight would not get functional acknowledgements sent back to ARMS Trading Partner Insurance Company and would not show up on our daily reporting because the receive unwrapper job wasn't active until midnight.

### Process

Hierarchical numeric ID: 1.1.1.1.1.10

Coded name: EDZRCUA

Name: PGM Get Mapped Data (EDZRCUA)

Comment: @Purpose: This program's purpose is to check if any ANSI X12 EDI data has been received. This program also checks for shutdown.

@Operational Method:

This program is a called program that accepts three (3) parameter fields: Company Profile ID (input-5 alpha), Shutdown Flag (output-1 alpha) and Transactions Received Flag (output-1 alpha).

When executed, initialize the SCRIPT ID with the passed COMPANY PROFILE ID value concatenated with "R" (Receive).

Default load the TRANSACTIONS RECEIVED FLAG to "N" (No).

## ARMS Process Report

If the passed COMPANY PROFILE ID is a production profile (ends in "1"), then change the receive mapping data queue name to 'DQ' + the first three characters of the company ID + 'RM1'. Else, change the receive mapping data queue name to 'DQ' + the second through fourth characters of the company ID + 'RMT'. Then continue the following processing until data has been received and mapped or a shutdown data queue entry has been received.

Receive a data queue entry from the receive mapping data queue on infinite wait. Once a data queue entry is received, change the receive data queue operation from infinite wait to 15 seconds.

Attempt to retrieve records from the Any EDI integration software Connection Log logical file by SCRIPT ID with Unwrapped Receive Status. If there are records, change the output transactions flag to 'Y' (Yes).

If the data entry received is '\*DOWN', then load the SHUTDOWN FLAG parameter with 'Y' (Yes) and end the program.

For any program exception error, the \*PSSR subroutine is executed to DUMP the current program and call AMPSSR program to send a pager message to the ARMS primary and backup On-Call pagers so that manual intervention may be initiated. Also, write the transaction the program was processing to the ERRORS file.

@Files: (CRUD)

- EXLLCPPR (-R--) \* Any EDI integration software Connection Log by Script Name with Unwrapped Receive Status (in EXTSYSF Any EDI integration software EDI Integrator Files library.)  
- ERRORS (C---) \* Errors Log (User-Controlled Open)

@Notes: This program is maintained by ETD. This program is used within two never-ending program batch jobs on the centralized ARMS application host computer system. One job executes this program with entry parameters to cause the program to perform only "receive" transaction processing, the other job executes this program with entry parameters to cause the program to perform only "send" transaction processing. The receiver jobs usually start execution at Monday through Saturday at 5:20am and Sunday at 1:30pm. The "real-time" receiver jobs abnormally end execution when the EDI trading partners shutdown their communication environment at 11:00pm. These programs will normally end when receiving a \*STOP request from the AMSTOP2R program executed nightly at 12:50am. Any abnormal halts or ending of these jobs during their scheduled operational time currently notifies the ARMS On-Call staff in order that they may manually intervene to attempt to restart the critical communication process job.

### Process

Hierarchical numeric ID: 1.1.1.1.1.12

Coded name: AM\*\*\*COM

Name: PGM Receive/Send Proprietary Transmission for ARMS Trading Partner Company (AM\*\*\*COM)

Comment: @Definition: This is the ARMS-to-ARMS Trading Partner Company (and vice-versa) SNUF (SNA Upline Facility) (IBM) 3270 terminal emulation device API transaction-based (triggered) communication program.

@Purpose: To receive or send an proprietary EDI formats, over leased ARMS-connected Value-Added Network lines, with the ARMS Trading Partner Company

## ARMS Process Report

Insurance Company's Insurance Claims Management application system's associated sender and receiver communications programs on their host computer system.

### @Operational Method:

This program requests a program start from company, then continuously awaits and receives data from ARMS Trading Partner Company's computer system until a record with \*DOWN is received.

When input is received, each record is written to the files AMTRNLOG (transactions received audit trail) and to file AMxxxxxn (Company Profile ID 'xxxxx' and Version 'n' specific) for either production or test purposes.

For any program exception error, the \*PSSR subroutine is executed to DUMP the current program and call AMPSSR program to send a pager message to the ARMS primary and backup On-Call pagers so that manual intervention may be initiated.

### @Files: (CRUD)

- ARMSPR1 (-R--)
- ARMSPR3 (-R--)
- AM\*\*\*011 (C--) (specified as ANDUMPRD)
- AMT\*\*\*TT (C--) (specified as ANDUMTST)
- AMSEND (-R--)
- AMTRNLOG (C--)
- AMSNDLOG (C--)

@Notes: This program is maintained by ETD.

## Process

Hierarchical numeric ID: 1.1.1.1.1.13

Coded name: EDxxxRC1

Name: PGM Prestart Job by Company for LU6.2 (EDxxxRC1)

Comment: @Definition: These are any programs that cause the jobs to be "prestarted" to define the system resources used in the communication prior to being sent any communications transmissions by a trading partner's remote system. A prestart job is a batch job that starts running before a program on a remote system sends a program start request. Prestart jobs are different from other jobs because they use prestart job entries to determine which program, class, and storage pool to use when they are started. Within a prestart job entry, you must specify attributes that the subsystem uses to create and manage a pool of prestart jobs.

@Purpose: The purpose of this program is to receive EDI formatted transactions from Rental Management Trading Partner and write them to the inbound control and detail files.

### @Notes:

- This program is activated by ARMS Trading Partner Insurance Company, using an ALLOCATE verb. The corresponding ACCEPT verb makes the connection through ARMS-connected Value-Added Network using LU62.

- This program will received a complete EDI formatted 272 transaction set as one continuous long record. This long record is parsed out into 80 byte records and written to the detail file INBDTA. One corresponding control record is written to INBCTL for each complete transaction set received.

## ARMS Process Report

- A last batch number is retrieved from dtaara EDIA001 and updated. This batch number is the key for the detail and control files.

- A Comm Profile record is also updated with a batch sequence number.

- A Confirm Request is received, and this program replies with a ConfirmED response.

- A Deallocate is received and this pgm writes the control file record and then returns to the ACCEPT verb and waits for another ALLOCATE from ARMS Trading Partner Insurance Company. This sequence is then repeated.

- This program is a PRE-START program and is started with the sbs. It remains active even when not connected to ARMS Trading Partner Insurance Company. It will set forever on the ACCEPT verb, waiting for ARMS Trading Partner Insurance Company to ALLOC.

- This program does NOT go to EOJ when it receives the DEALLOCATE from ARMS Trading Partner Insurance Company, but re-establishes the connection by repeating the Accept, Receive, ConfirmED, and Deallocate sequence.

- EOJ is indicated when a STOP record is received or a CPI-C return code indicates an error. It then must be manually restarted by the STRPJ command (start pre-start job).

### Process

Hierarchical numeric ID: 1.1.1.1.1.14

Coded name: AMZRMIA

Name: PGM Receive X12 Interface (AMZRMIA)

Comment: @Purpose: To process X12 transmission set(s) within the receive interfaces files by mapping the elements from the transmission set data record to the associated ARMS proprietary record formats.

#### @Operational Method:

- Process the Electronic Commerce Customer Preference file (EDPREF3).

- IF transaction type equals Rental Management for Vehicle Replacement Rentals (X12 272)

- Determine application transaction type(AK, AT, CN, EX, or ER)
- Map associated X.12 element to corresponding proprietary record

format

- Write data format records to transmission received file (AMTRNLOG)

- IF transaction type equals Rental Management Remittance Advice for Vehicle Replacement Rentals (X12 820)

- Map associated X.12 element to corresponding proprietary record

format

- Write data format records to transmission received file

(AMTRNLOG)

- IF transaction type equals Rental Management for Vehicle Replacement Rentals (X12 824)

- Determine application transaction type (RM-rejected, ER)
- Map associated X.12 element to corresponding proprietary record

format



## ARMS Process Report

- Write data format records to transmission received file

(AMTRNLOG)

@Notes:

This program was created and is primarily maintained by the ETD - Emerging Technologies Department's EDI team.

ETD is currently working with the following X12 transaction sets that affect rental:

272 Rental Management - 2 maps, 1 for ARMS Trading Partner Company and a CIECA one which will be used by ARMS Trading Partner Company

824 Consolidate Payment - 2 maps, 1 ANSI X12 for ARMS Trading Partner Insurance Company and a CIECA X12 one which also will be used by a different ARMS Trading Partner Insurance Company.

820 Payment - CIECA map used by ARMS Trading Partner Company (who is a non-ARMS customer)

811 Consolidated Invoice - CIECA map for consolidated invoicing that ARMS Trading Partner Insurance Company and TVA are using.

832 Pricing Catalogue - map for ARMS Trading Partner Insurance Company which we are using to exchange branch rate and availability information.

The implementation guide for this was given to us by ARMS Trading Partner Company and that is what we used to get this going.

The ARMS system will now enable electronic invoices, payments and remittances (processed here) to be sent/received for non-ARMS Rental Management Trading Partners that are Direct Billing/Remittance Trading Partners, such as any Enterprise Fleet Services customer.

@Files:	(CRUD)
R272HDR1	(-R--)
R272NMH1	(-R--)
R272DTL1	(-R--)
R272LQ1	(-R--)
R272COM1	(-R--)
R272ER1	(-R--)
R997AK1	(-R--)
AMEDIO11	(C---)
AMTRNLOG	(C---)
AMPGMERR	(C---)
R820HDR1	(-R--)
R820DTL1	(-R--)
R820ADX1	(-R--)
R820NTE1	(-R--)
AMXREFL1	(-R--)
EDPREF3	(- R--)
AMAUTD	(-R--)
ARMSPR1	(-R--)
AM805P01	(CR--)
AM806P01	(CR--)
AMSNDLOG	(-R--)
EDPREF3L1	(-R--)
R824HDR1	(-R--)
R824DTL1	(-R--)

## ARMS Process Report

R824TED1 (-R--)  
R824NAM1 (-R--)  
R824NTE1 (-R--)  
AM804P02 (-R--)  
AMXREF (-R--)  
AMCLSTB2 (-R--)  
AM801P02 (-R--)

### @Embedded Data/Constants:

FILE(AMEDI011) TOFILE(AM ) Used for override to appropriate trading partner/VAN production/test receive file

### @Improvement Opportunity

- Use program status data structure to retrieve program name.

## Process

Hierarchical numeric ID: 1.1.1.1.1.16

Coded name: AM\_001

Name: PGM Retrieve ARMS Trading Partner Company Password (AM\_001)

Comment: @Purpose: To retrieve the connection password for a ARMS Trading Partner Company from the data area so as to restrict the authority to these data areas to a certain specified number of people.

### @Operational Method:

Retrieve data area AMSFPWPR if this is a production request.  
Retrieve data area AMSFPWTS if this is a test request.  
Return the password.

## Process

Hierarchical numeric ID: 1.1.1.1.1.18

Coded name:

Name: DTQ Input for Receive Unwrapper (DQxxxRU1)

Comment:

## Process

Hierarchical numeric ID: 1.1.1.1.1.19

Coded name:

Name: DTQ Input for Receive Mapper Interface (DQxxxRM1)

Comment:

## Process

Hierarchical numeric ID: 1.1.1.1.1.20

Coded name: EDMRPIA

Name: PGM Receive X12 Transmission Batch (EDMRPIA)

Comment: @Purpose: To receive and unwrap the X12 transmission from a direct billing trading partner.

### @Operational Method:

- Receive the actual transmission into a temporary buffer

## ARMS Process Report

- CALL EDZ001A to retrieve direct billing trading partner's communication connection information. If the return code is '1', this means that there is no transmission to process otherwise use the returned communication NETWORK, PORT and SCRIPT information to retrieve the transaction data and put it into the application interface files.

- CALL AMZRMIA to convert retrieved data in interface files to proprietary formats for further processing.

@Notes: Currently, this program is called by a scheduled job (LTVA011RUM) that runs at 2:00 pm to receive a batch of transmissions from Tennessee Valley Authority (TVA)

### Process

Hierarchical numeric ID: 1.1.1.1.1.21

Coded name: EDZ001A

Name: PGM Retrieve Communication Parameters (EDZ001A)

Comment: @Purpose: To retrieve the direct billing trading partner's communication information.

#### @Operational Method:

- Read file EDPREF1 to retrieve the direct billing trading partner's PORT, NETWORK and SCRIPT information.

- If no record is found a return code of 1 indicating nothing can be processed.

### Process

Hierarchical numeric ID: 1.1.1.1.2

Coded name:

Name: AUT Validate AND Unpackage (CommRcvr - AM20/AM21)

Comment: @Definition: The automatic process of separating from the received and validated EDI transmission envelope the individual transaction data sets so each base transaction is processed further individually.

### Process

Hierarchical numeric ID: 1.1.1.1.2.2

Coded name: AM0010V1

Name: PGM Validate Transmission (AM0010V1)

Comment: @Definition: The ARMS never-ending batch program to validate the completeness of a transmission envelope's contents.

#### @Operational Method:

At startup do the following steps:

1. Read, increment by 1 and update the DASDV1 data area value to indicate that another AM0010V1 NEP job has started.

2. Construct the derived input data queue name from "DQ" concatenated with the TRADING PARTNER/VAN PROFILE ID input parameter value concatenate with the constant "1".

## ARMS Process Report

3. Override the derived ARMS Input file (AMINPUT) to the ARMS Input TRADING PARTNER/VAN RECEIVER INPUT FILE Version Number 1. Then open the input file.

4. Override the derived ARMS Hold file (AMHOLD) to the ARMS Hold TRADING PARTNER/VAN RECEIVER INPUT FILE Version Number 1. Then open the hold file.

After startup, continue to receive the next data queue entry from the derived input data queue until program shutdown.

For a shutdown data queue entry received:

1. Read the DASDV1 data area value, decrement by 1, update it.
2. Send a shutdown data queue entry to the Unpackaging Input Data Queue (DQAMTRN1).
3. End the program/job.

For each non-shutdown data queue entry received:

1. Use its value to read by key the next TRADING PARTNER/VAN RECEIVER INPUT FILE record.
2. IF not end-of-file, check the retrieved record's FORMAT ID:
  - A. IF the record's FORMAT ID is part of the packaging (Transmission, Group, or Set Start/End), then load the record to that appropriate proprietary record format external data structure.
    - i. IF the SETE01 format has been read, check the derived TOTAL DETAIL FORMATS READ COUNTER is less than 1.
      - a. IF true, reject the transmission envelope
    - B. IF the record's FORMAT ID is NOT part of the packaging (i.e. the transaction's information), check if at least one Transmission, Group and Set Start record format was read.
      - i. IF false, then reject transmission with appropriate error code.
      - ii. IF true, then write it to the ARMS Hold TRADING PARTNER/VAN RECEIVER INPUT FILE Version Number 1 and increment by one the derived TOTAL DETAIL FORMATS READ COUNTER.

- Validate if received transmission envelope is complete. If not valid, generate an Error Transaction (ER) data set record formats to the Transactions to be Packaged for Sending (AMPACK) file and its key to the associated input (DQAMPKG) data queue, and write an associated record in the AMERRLOG file.

- Generate a return Communication Acknowledgement (AK) transaction set for the valid transmission envelope received.

### @Notes:

This program is only executed as an ARMS never-ending batch program in the ARMS subsystem only on the ARMS application centralized host computer system platform. This program is currently submitted by the ARMS Start-Up Job (CLL810) when executed on the system known as "RARMS" host computer system platform. This never-ending batch program ends normally when a shutdown data queue entry is received as input. Normally, this can indicate that its corresponding receiver or receiver's mapper-interface never-ending program batch jobs that had been previously active that day have processed a shutdown request.

It is submitted from the CLL810 ARMS Start-Up program with the following input parameter fields:

5 Alpha      TRADING PARTNER/VAN PROFILE ID

## ARMS Process Report

8 Alpha TRADING PARTNER/VAN RECEIVER INPUT FILE

@Files: (CRUD)

AMHOLD (CR-D) (HLxxxxx1)

ARMSPR1 (-R--)

AMERRLOG (C---)

AMxxxxx1 (-R--) (Where 'xxxxx' is the connect-specific Trading Partner or VAN production or test Profile ID)

AMTRN (C---)

AMPACK (C---)

DASDV1 (-RU-) Data Area: number of AM0010V1 program/jobs running, used by AM0020V1 to check when last AM0010V1 program active has shutdown.

@Embedded Data/Constants:

'0123456789' for testing for valid numbers.

OVRDBF FILE(AMINPUT) TOFILE(AMCMPID1) to override to the appropriate AMxxxxx1 file.

OVRDBF FILE(AMHOLD) TOFILE(HLCMPID1) to override to the appropriate HLxxxxx1 file.

CLRPFM FILE(\*LIBL/HLxxxxx1) to execute a clear physical file member on the appropriate HLxxxxx1 file.

### Process

Hierarchical numeric ID: 1.1.1.1.2.3

Coded name: AM0020V1

Name: PGM Unpackage Transaction from Transmission (AM0020V1)

Comment: @Purpose: To unpackage received proprietary transmission and remove the transmission control formats (also referred to as transmission envelope) TSMS01, TSME01, SETS01, SETE01, GRPS01 and GRPE01.

@Operational Method:

1. Receive the next data queue entry for this program's input data queue (DQAMTRN1).

2. For every shutdown data queue entry, retrieve, decrement by 1, and update data area DASDV1 until new value is zero. When it is zero, send a shutdown data queue entry to the Edit Transaction Group/Set Record Formats data queue (DQAM25V1) and end the program. For further details about shutdown, refer to support activity "BAT Shutdown ARMS Environment".

3. For every non-shutdown data queue entry received:

A. Read all of the associated records (by the key value of the data queue entry) from the received packaged transmissions log file (AMTRN).

B. For each set start (SETS01) record format:

i. Attempt to use its PROFILE ID and its CUSTOMER TRANSACTION ID to retrieve an existing associated ARMS Cross-Reference File record. IF found, hold its VENDOR TRANSACTION ID and load its MACHINE ID, SOURCE ID, RENTAL LOCATION ID, RESERVATION ID, and TICKET ID values, along with the Transmission Group Start record format's GROUP TYPE CODE and the Transmission Group's Set Start record format's SET ACTION TYPE CODE values and this PROGRAM ID value and a ROUTING CODE of 'I', to their associated fields in the internal format APPD01.

## ARMS Process Report

ii. Load the format, APPD01, and all associated subsequent transaction data set record formats' derived key value with the current record's key, concatenated with the Transmission Group Start record format's GROUP CONTROL ID and GROUP TYPE CODE, and the Transmission Group's Set Start record format's CUSTOMER TRANSACTION ID, and,

IF the ARMS Cross-Reference File record was retrieved successfully, its VENDOR TRANSACTION ID value.

C. For each record format read that is not a Transmission, Group, or Set Start/End record format,

If the group transaction type is not 'ER', write the record format with the derived key value to the output file, Transaction Sets to be Edited Daily Transaction file (AMSET)

else

If the group type in error as specified on the ERRD01 record format is not 'IN', write the record format with the derived key value to the output file, Received Errors Log file (AMRCVERR)

else

Write the record format with the derived key value to the output file, Received Billing Errors Log file (AMBILERR).

D. For each Transmission Group Set End (SETE01) record format, send the current transaction data set's derived concatenated key value to the Edit Transaction Group/Set Record Formats data queue (DQAM25V1) and finish reading the input file until the next Transmission Start (TSMS01), Group Start (GRPS01), or Set Start (SETS01) record format is read for the current read input key value.

### @Notes:

This program is only executed as an ARMS never-ending batch program in the ARMS subsystem only on the ARMS application centralized host computer system platform. This program is currently submitted by the ARMS Start-Up Job (CLL810) with a single input parameter, VERSION, with the constant value of "1". This never-ending batch program ends normally when a set of shutdown data queue entries are received as input that indicate that each AM0010V1 never-ending program batch jobs that was previously active that day have processed a shutdown request.

### @Files: (CRUD)

AMTRN	(-R--)
AMSET	(C---)
ARMSPR3	(-R--)
AMAUTD	(-R--)
AMRCVERR	(C---)
AMBILERR	(C---)

### @Embedded Data/Constants:

'\*DOWN00000000000000SD' is the key value used as output when sending a shutdown data queue entry to DQAM25V1.

'\*DOWN' and 'SD' are the literal constants used to check the data queue entry value loaded into the ARMSKEY external data structure's data elements for COMPANY PROFILE ID and GROUP TYPE CODE to determine if a shutdown was received.

'\*LIBL' is used as the literal constant to pass as an input parameter field value for the DATA QUEUE LIBRARY NAME for the calls to the 'QRCVDTAQ' and 'QSNDDTAQ' programs..

All of the possible ARMS Cross-Reference File Record's STATUS CODE values are used as literal constants in checking certain codes for conditional logic.

## ARMS Process Report

### @Improvement Opportunities:

'\*DOWN00000000000000SD' could be used by many never-ending programs and the Send Data Queue Entry programs referenced from the Work with Data Queues menu. Therefore, place this value in an application system-wide data area and reference this external object.

Replace the literal constant '\*LIBL' with this value in an application system-wide data area and reference this external object.

### Process

Hierarchical numeric ID: 1.1.1.1.2.4

Coded name: AM0021V1

Name: PGM Unpackage Transaction from Transmission (AM0021V1-RM Only)

Comment: @Definition: This is a never-ending batch program to unpackage any remittance advice functional groups from a proprietary EDI transmission envelope into individual internal transaction data sets with one or more record formats.

### @Purpose:

This program will edit and unpackage individual remittance detail transaction data sets within Remittance Advice ('RM') functional groups within received transmissions' proprietary EDI envelopes. This program also matches and edits each transaction set's Profile ID and Customer Transaction ID to an associated existing ARMS Trading Partner Profile File and an ARMS Rental Transaction Cross-Reference File record. This is used to validate if the retrieved files' records' attribute indication settings and the Cross-Reference Status Code value should allow such action, and outputs each validated individual internal transaction data set with an corresponding internal proprietary (APPD01) header record format and a unique associated record key value to ARMS Transaction Sets to be Validated (AMSET) file and its associated data queue (DQAM25V1). The output transaction set will be processed as input by the Validate Transaction Set Record Formats (AM0025V1) program

### @Operational Method:

1. Receive the next data queue entry for this program's input data queue (DQAM21V1).
2. For every shutdown data queue entry, send a shutdown data queue entry to the Edit Transaction Group/Set Record Formats data queue (DQAM25V1) and end the program.
3. For every non-shutdown data queue entry received:
  - A. Using the data queue entry's Trading Partner Profile ID value, retrieve the associated ARMS Trading Partner Profile Application Specific Information File record.
  - B. Read each of the associated records (by their key value of the received data queue entry) from the ARMS Validated Received Proprietary EDI Transmission Envelopes to be Unpackaged file (AMTRN).
  - C. For each Transaction Set Start (SETS01) record format processed:
    - i. Load the AMTRN file record's key value (consisting of the TRADING PARTNER PROFILE ID and the TRANSMISSION CONTROL SEQUENCE ID NUMBER) to the AMSET file key and append to it the following:
      - a. the Functional Group Start (GRPS01) record format's GROUP CONTROL SEQUENCE NUMBER and the functional GROUP TYPE CODE.
      - b. the Transaction Set Start (SETS01) record format's CUSTOMER TRANSACTION ID and VENDOR TRANSACTION ID.

## ARMS Process Report

ii. Load the Internal Header Record Format (APPD01) fields with the appropriate data.

D. For each remittance detail (RMTD01) record format:

i. Validate its PAYMENT CODE. IF invalid, reject with ERROR CODE='51'.

- Edit to ensure there is a non-blank EFT ID NUMBER on all paid remittances.

- Validate that any Rejected Payment Remittance Advice Detail Record Format does not have a value in the EFT ID NUMBER field.

ii. Use the retrieved AMTRN file record's key value's PROFILE ID and CUSTOMER TRANSACTION ID to attempt to retrieve an existing associated ARMS Cross-Reference File record. IF found, then validate that the Cross-Reference File record is the proper status. IF the read remittance detail's CUSTOMER TRANSACTION ID value does not match its retrieved ARMS Cross-Reference file record same field value, reject with ERROR CODE='82'. IF the status is valid, hold its VENDOR TRANSACTION ID and load its MACHINE ID, SOURCE ID, RENTAL LOCATION ID, RESERVATION ID, and TICKET ID values, along with the Transmission Group Start record format's GROUP TYPE CODE and the Transmission Group's Set Start record format's SET ACTION TYPE CODE values and this PROGRAM ID value and a ROUTING CODE of 'I', to their associated fields in the Internal unpackaged transaction data set (APPD01) record format.

iii. Load the internal unpackaged transaction data set (APPD01) and all associated subsequent transaction data set record formats' derived key value with the current record's key, concatenated with the Transmission Group Start record format's GROUP CONTROL ID and GROUP TYPE CODE, and the Transmission Group's Set Start record format's CUSTOMER TRANSACTION ID, and,

IF the ARMS Cross-Reference File record was retrieved successfully, its VENDOR TRANSACTION ID value.

iv. Based on the trading partner profile, edit the remittance amount against the invoiced amount, and error the remittance detail record if the amount values are not equal. This comparison will not occur for RM reject or illegal transactions. The value of the profile attribute that indicates whether a trading partner sends remittances will be "X" for those customers that can short pay and so the totals need not match (e.g. TVA).

v. IF an error is detected, call error program AM0090V1, which will create an ERRD01 format.

vi. For each validated RMTD01 record format read, write the record format with the derived key value to the output file of Transaction Sets to be Edited Daily Transaction file (AMSET) and send its key as a data queue entry to DQAM25V1.

E. For a Remittance Advice Total record format (RMTT01) read, IF its TOTAL AMOUNT or the TOTAL TICKETS does not balance with all of the non-rejected Remittance Advice Detail record format records' PAYMENT AMOUNT sum or a derived record count, error the Remittance Total record format, but continue to process all the detail records which have not errored. Rejected Payment Transactions may exist within Paid Transactions batches. \*Note, a remittance total format is not required when only one remittance advise is received and it's status is 'R'rejected.

F. For any record formats read other than RMTD01 and RMTT01 and the Transmission, Group and Set Start/End record formats, create an APPD01 format especially for it. Then write out that invalid format and save the AMSET key to write to DQAM25V1 when the SETE01 record format is read.



## ARMS Process Report

### @Notes:

This program is only executed as an ARMS never-ending batch program in the ARMS subsystem only on the ARMS application centralized host computer system platform. This program is currently submitted by the ARMS Start-Up Job (CLL810) with a single input parameter, VERSION, with the constant value of "1". This never-ending batch program ends normally when a set of shutdown data queue entries are received as input that indicate that each AM0010V1 never-ending program batch jobs that was previously active that day have processed a shutdown request.

The ARMS system will now enable electronic invoices, payments and remittances (processed here) to be sent/received for non-ARMS Rental Management Trading Partners that are Direct Billing/Remittance Trading Partners, such as Tennessee Valley Authority (an Enterprise Fleet Services customer).

### @Files: (CRUD)

AMTRN (-R--)  
AMSET (C---)  
AMIEBT (-R--)  
AMIEBH (-R--)  
ARMSPR1 (-R--)

### @Embedded Data/Constants:

'0123456789' Named constant to check for numeric fields.

Valid values for BILLING INVOICE STATUS in the RMTD01 record format:

'P' = Payment (Can be in full or a partial payment).  
'R' = Rejected (must have additional ERROR CODES provided)  
'X' = Illegal (must have additional ERROR CODES provided)

All of the following are the possible ARMS Cross-Reference File Record's STATUS CODE values allowable are used as literal constants in checking certain codes for conditional logic to allow remittances to be further processed. However, 'P' is only valid when the ARMS Trading Partner Profile (ARMSPR1) flag is set accordingly.

'PABQ'  
'B' = Rental Contract Electronically Billed at least once  
'A' = Passed Electronic Billing Audit  
'P' = Paid in full  
'Q' = Rejected for Payment by Trading Partner

'\*DOWN' and 'SD' (ShutDown) are the literal constants used to check the data queue entry value loaded into the ARMSKEY external data structure's data elements for COMPANY PROFILE ID and GROUP TYPE CODE to determine if a shutdown was received.

'AM0021V1' is used as a literal constant to pass as an input parameter field value to the calls of 'AMPSSR' and 'AM0090V1' programs.

'\*LIBL' is used as the literal constant to pass as an input parameter field value for the DATA QUEUE LIBRARY NAME for the calls to the 'QRCVDTAQ' and 'QSNDDTAQ' programs..

### @Improvement Opportunities:

## ARMS Process Report

Replace the literal constant 'AM0021V1' with the Program Status Data Structure's data element for PROGRAM ID.

Replace the literal constant '\*LIBL' with this value in an application system-wide data area and reference this external object.

### Process

Hierarchical numeric ID: 1.1.1.1.2.5

Coded name: DQAM21V1

Name: DTQ Input for program AM0021V1 (DQAM21V1)

Comment: @Definition: DQAM21V1 is the data queue used to provide input to PGM AM0021V1 which processes remittance advises

### Process

Hierarchical numeric ID: 1.1.1.1.2.6

Coded name: DQAMTRN1

Name: DTQ Input for program AM0020V1 (DQAMTRN1)

Comment: @Definition: DQAMTRN1 is the data queue used to provide input for PGM AM0020V1 which unpackages transactions.

### Process

Hierarchical numeric ID: 1.1.1.1.2.7

Coded name:

Name: DTQ Input for Transmission Validation from Specific trading partner (DQxxxxx1)

Comment: @Definition: one of several company specific data queues used to provide input to a company specific AM0010V1 PGM used for transmission validation. Data Queues included are DQ\*\*\*011, DQ\*\*\*011, DQVN1011, DQVN2011, DQVN3011, and DQTV011.

### Process

Hierarchical numeric ID: 1.1.1.1.2.8

Coded name: DQAM70V1

Name: DTQ Input for Time Line Inquiry (DQAM70V1)

Comment: @Definition: DQAM70V1 is the data queue used to provide input to PGM AM0070V1 which provides a support information for oncall work.

### Process

Hierarchical numeric ID: 1.1.1.1.2.12

Coded name: AMLCXLTL

Name: PGM Translate Location (AMLCXLTL)

Comment: @Purpose: To translate a current rental location to an old location or vice versa to deal with any past "Organization Split" or "Machine Split" conversion projects, such as the "Texas Group Split" of July 1995 or the "Bluegrass Group Split" of June 1997 or the "Group 53 split of October 1999". An example would be calling the program with a TRANSACTION DATE = 08/13/1998, LOCATION CODE = 'O' and CURRENT GROUP/BRANCH ID = '5211'. The returned TRANSLATED GROUP/BRANCH ID would be '6511'.

#### @Operational Method:

- This program is called with a single input/output AMLCXLTL external data structure with the following alphanumeric data elements and their usage:

## ARMS Process Report

1	(Output)	Return Code
1	(Input)	OLD/NEW CURRENT VALUE
1	(Input)	CURRENT MACHINE ID
2	(Input)	CURRENT GROUP CODE
2	(Input)	CURRENT BRANCH CODE
4	(Input)	CURRENT GROUP/BRANCH
10	(Input)	CURRENT LOCATION
1	(Input)	CURRENT REGION
2	(Input)	CURRENT SUB-REGION
2	(Input)	CURRENT CITY
3	(Input)	CURRENT AREA
20	(Input)	VENDOR TRANSACTION ID
5	(Input)	ARMS PROFILE ID
20	(Input)	CUSTOMER TRANSACTION ID
8	(Input)	TRANSACTION DATE
10	(Output)	TRANSLATED LOCATION
4	(Output)	TRANSLATED GROUP/BRANCH
2	(Output)	TRANSLATED GROUP
2	(Output)	TRANSLATED BRANCH
8	(Output)	TRANSLATED MACHINE NAME
1	(Output)	TRANSLATED REGION
2	(Output)	TRANSLATED SUB-REGION
2	(Output)	TRANSLATED CITY
3	(Output)	TRANSLATED AREA

This pgm will accept a parameter list containing current location information and if a record is found in the ARMS Location Past Conversion Cross-Reference (AMLCXF) file, will return the translation information.

- IF the attempt to retrieve ARMS Rental Transaction Cross-Reference (AMXREF) file record fails, still attempt to perform the translate. Do this by running a test on the passed parameter's CURRENT TRANSACTION DATE.

-- IF all tests for transaction date checking fail, then move 'N' to RETURN CODE.

-- IF a test is successful, perform the routine to load the TRANSLATED MACHINE ID and LOCATION output parameter data elements.

@Notes: This program was written and is currently maintained by the ARMS Application Development Department. It is currently used by the ARMS Unpackage Transaction from Transmission Envelope (AM0020V1 and AM0021V1) programs, along with the ARMS Package Transmission Envelope (AM0120, AM0150, AM0151) programs along with the Financial Systems' AS Account schedules /JOB # 102 (EL0291) program. An interactive stub tester (TSAMLCXLT) program exists in production for debugging and testing purposes.

@Files: (CRUD)

AMLCXF (-R--) - Keyed by Old Location ID, along with its other logical access views,

Old Location	AMLCXFL0	- Keyed by
New Location	AMLCXFL1	- Keyed by
Old Group/Branch	AMLCXFL2	- Keyed by
New Group/Branch	AMLCXFL3	- Keyed by
Old Group and Old Branch	AMLCXFL4	- Keyed by

## ARMS Process Report

New Group and New Branch	AMLCXFL5	- Keyed by
Old Group, Region and Sub-Region	AMLCXFL6	- Keyed by
New Group, Region and Sub-Region	AMLCXFL7	- Keyed by
Old Group and City	AMLCXFL8	- Keyed by
New Group and City	AMLCXFL9	- Keyed by
Old Group and Area	AMLCXFL10	- Keyed by
New Group and Area	AMLCXFL11	- Keyed by
Old Group and Region	AMLCXFL12	- Keyed by
New Group and Region	AMLCXFL13	- Keyed by

### Process

Hierarchical numeric ID: 1.1.1.1.3

Coded name:

Name: AUT Validate Transaction (AM25 - AM46)

Comment: @Definition: The automatic process of transaction validation and database update on the centralized machine prior to dispatch to either the distributed machine or the Rental Management Trading Partner. This process is currently used for both the inbound and outbound processing of transactions.

### Process

Hierarchical numeric ID: 1.1.1.1.3.1

Coded name: AM0025V1

Name: PGM Validate Transaction Set Record Formats (AM0025V1)

Comment: @Definition: This is the ARMS Transaction Set Record Format Edit never-ending batch ILE RPG program.

@Purpose:

The program edits a transmission set group type to ensure that the required formats are present and that no non-allowable record formats exist.

Edit errors from an Inbound (Received) transaction set will be logged and will cause error transaction sets to be generated and sent back to the associated sender.

Edit errors from an Outbound (to be Sent) or Transfer transaction set will be logged and the ARMS On-call support staff will be notified.

@Operational Method:

This program endlessly receives the non-keyed input data queue entries from the input data queue (DQAM25V1) that the either of the ARMS Unpackage Remittance/Non-Remittance Envelope programs (AM0021/AM0020V1) generated as input to this program.

Once a shutdown data queue entry is received, then send this shutdown data queue entry to the DQAMSET1 data queue and end this program.

## ARMS Process Report

For any non-shutdown data queue entry, check the non-shutdown key Group Type Code to be one of the following values:

- Validate Transaction Set Group Type
- Validate Allowable Record Format(s) within Transaction Set for a Group

Type

@Notes:

This program is submitted for execution by the ARMS Startup Jobs program (CLL810) with no entry parameters to execute only on the centralized ARMS host system platform ("RARMS"). Currently, all inbound (received), outbound (to be sent) and transfers are processed in this program as the proprietary EDI Transaction Sets group types.

IF any error is found, then do not process this transaction any further and if it is an inbound transaction set, then execute the ARMS Generate External Error (AM0090V1) program, ELSE, execute the ARMS Handle Internal Error (AM0097V1) program, passing the input parameters of this data queue entry's key data elements and the currently loaded ERROR CODE value. Do NOT output the transaction set's record formats to the output file nor send its data queue entry to the output data queue.

Called Programs Summary:

QRCVDTAQ --Read entry from DQAM62V1 data queue  
QSNDDTAQ --Send entry to DQANDST data queue  
AMPSSR --ARMS program error handler  
AM0097V1 --Handle Internal Error  
AM0090V1 --Generate External Error

@Files: (CRUD)

- AMSET (-R--)
- AMAUTD (-R--)

@Embedded Data/Constants:

'\*LIBL' as the DATA QUEUE LIBRARY NAME value used in the execution of the 'QRCVDTAQ' and 'QSNDDTAQ' programs.

'DQAM25V1' and 'DQAMSET1' are the specified data queue names.

'AM0025V1' as the current PROGRAM ID.

'AM0090V1' and 'AM0097V1' are the executed programs, based on the type of error.

'SD' and '\*DOWN' are the shutdown request GROUP TYPE CODE and COMPANY PROFILE ID values.

'OFF' and 'ON'  
'I' (inbound), 'O' (outbound), and 'T' (transfer)

ERROR CODES: '16', '45', '69', '70', '71', and '90'.

GROUP TYPE CODES for execution of their associated routine:

## ARMS Process Report

'AT', 'EX', 'CN', 'PM', 'ER', 'AK', 'AC', 'IN', 'OF', 'RA', 'RC', 'RE',  
'RN', 'CC', 'RM', 'CM', and 'VM'

Compile-Time arrays of:

..Valid transaction set GROUP TYPE CODES

..Valid RECORD FORMAT ID's for each transaction set's GROUP TYPE CODE

@Improvement Opportunities:

1.) Replace the execution of the ARMS Handle Internal Error ('AM0097V1') and ARMS Generate External Error ('AM0090V1') programs with the execution of the newer ARMS Handle Internal/External Error ('AM0098') program.

2.) Delete the constant 'AM0025V1' and replace its usage with the Program Status Data Structure data element for PROGRAM ID.

### Process

Hierarchical numeric ID: 1.1.1.1.3.2

Coded name: AM0030V1

Name: PGM Validate Transaction Set Record Formats Data Types (AM0030V1)

Comment: @Purpose:

To edit a transaction set to ensure the all the required format data elements have values. Whether a data element is required or not is based on the trading partner profile.

@Operational Method:

- Wait for entry(s) to exist in DTAQ (DQAMSET1).

- When a shutdown request is received (group type - SD), log the occurrence, pass on the request to DTAQ (DQANDTL1) and wait for the second shutdown.

- When the second shutdown request is received (group type - SD), log the occurrence, pass the request to DTAQ (DQANDTL1) and end.

-When a non-shutdown request is received, read all associated data record(s) from the ARMS Detail Set Transaction File (AMSET) into the appropriate ARMS record format data structures.

- Validate a transaction set's group type record formats' data elements for profilable mandatory values existence.

- Validate data field values with the data format(s) against a domain of allowable values.

-IF any error is found, then do not process this transaction any further and if it is an inbound transaction set, then executed the ARMS Generate External Error (AM0090V1) program, ELSE, execute the ARMS Handle Internal Error (AM0097V1) program, passing the input parameters of this data queue entry's key data elements and the currently loaded ERROR CODE value. Do NOT output the transaction set's record formats to the output file nor send its data queue entry to the output data queue.

@Notes:

This program is submitted for execution by the ARMS Startup Jobs program (CLL810) with no entry parameters to execute only on the centralized ARMS host system

## ARMS Process Report

platform ("RARMS"). Currently, all inbound (received), outbound (to be sent) and transfer transaction sets are processed in this program as proprietary EDI Transaction Set group types.

The ARMS system will now enable electronic invoices, payments and remittances (processed here) to be sent/received for non-ARMS Rental Management Trading Partners that are Direct Billing/Remittance Trading Partners, such as Tennessee Valley Authority (an Enterprise Fleet Services customer); and AAA of California.

@Files: (CRUD)

-AMSET (-R--)  
-STATE (-R--)  
-AMCLSTBL (-R--)  
-CCSURCHG (-R--)  
-AMERRTBL (-R--)  
-AMXBCOL1 (-R--)  
-AMICDTBL (-R--)  
-ARMMAP (-R--)  
-ARMSPR1 (-R--)  
-ARMSPR4 (-R--)  
-AMAUTD (-R--)

@Embedded Data/Constants:

'0123456789' TO CHECK FOR VALID NUMERIC FIELDS VALUES

'0123456789ABCDEFGHIJKLMNOPQRSTUVWXYZ ' TO CHECK FOR VALID ALPHANUMERIC FIELDS VALUES

'\*LIBL' as the DATA QUEUE LIBRARY NAME value used in the execution of the 'QRCVDTAQ' and 'QSNDDTAQ' programs.

'DQAMSET1' and 'DQANDTL1' are the specified data queue names.

'AM0030V1' as the current PROGRAM ID.

'AM0090V1' and 'AM0097V1' are the executed programs, based on the type of error.

'SD' and '\*DOWN' are the shutdown request GROUP TYPE CODE and COMPANY PROFILE ID values.

'OFF' and 'ON '

'I'(nbound), 'O'(utbound), and 'T'(ransfer)

All allowable values for each data element

ERROR CODES: '01', '02', '03', '04', '05', '21', '68', '70', '78', and '82'

GROUP TYPE CODES for execution of their associated routine:

'AT', 'EX', 'CN', 'PM', 'ER', 'AK', 'AC', 'IN', 'OF', 'RA', 'RC', 'RE', 'RN', 'CC', 'RM', 'CM', and 'VM'

Compile-Time arrays of:

..Valid transaction set GROUP TYPE CODES

..Valid RECORD FORMAT ID's for each transaction set's GROUP TYPE CODE

## ARMS Process Report

### @Improvement Opportunities:

- 1.) Replace the execution of the ARMS Handle Internal Error ('AM0097V1') and ARMS Generate External Error ('AM0090V1') programs with the execution of the newer ARMS Handle Internal/External Error ('AM0098') program.
- 2.) Delete the constant 'AM0025V1' and replace its usage with the Program Status Data Structure data element for PROGRAM ID.
- 3.) Convert program from OPM RPG to ILE RPG.
- 4.) Replace the use of the AM2010V1 program with the AM1010V1 program called for "I"nquiry.

### Process

Hierarchical numeric ID: 1.1.1.1.3.3

Coded name: AM0040V1

Name: PGM Validate Transaction Set Record Format Data (AM0040V1)

Comment: @Purpose: To perform the detail edits on any transaction set data element values against the centralized ARMS database and domain of valid values. Also, to assign a rental location to any new Rental Authorization Add transaction that is not authorizing an existing rental reservation or open ticket.

### @Operational Method:

Wait for keys to exist in DTAQ (DQANDTL1), when key is received, one of three processes occur. Program terminates when group type (SD) shut down data queue entry is encountered and passed on for the second time to output data queue (DQAM46V1).

For a non-shutdown data queue entry, use its value to read all associated records' data values from the ARMS Detail Set Transaction File (AMSET) into the appropriate ARMS record format data structures.

Validate Transaction Set's record formats' data fields' contents for allowable values.

Validate Transaction Set's functional group type code and its record format's data field's contents against centralized ARMS Rental Transaction Cross-Reference Status and its associated database file fields to ensure that this transaction should be allowed to continue further downstream processing. Send message to ARMS On-Call and reject any Authorization Transfer transaction or outbound transaction to be sent that fails an edit.

IF any received inbound transmission with a specified Branch Claims Office value that does not exist in the Branch Claims Office Cross-Reference file, then assign the first three characters (root customer) of the trading partner's PROFILE ID to ENTERPRISE CUSTOMER ID and send a warning message to ARMS Technical Management (via SNDMSG) of a transaction with a missing BCO X-Ref record so that they can determine if this BCO is to be added. Do NOT reject the transaction.

ELSE, load the internal routing record format (APPD01) with the retrieved internal ENTERPRISE CUSTOMER ID value.

IF any received inbound transmission with a invalid Date Of Birth value, then set the value to zeros and send a warning message "Invalid DOB" to ARMS Technical Management which is currently not acted upon by them.



## ARMS Process Report

The messages sent to ARMS Technical along with the employee numbers to send the message to exist in file SNDMSG.

IF an authorization-add transaction set or a group-to-group authorized reservation transfer transaction set has a non-blank rental location (Group ID and Branch ID), then validate the rental location against the Daily Rental Office Locations (DROFF) file by the Rental Location ID. IF not found for the authorization-add/transfer, or, for an authorization-add, the location found indicates that it does prevent ARMS reservations, then use its non-blank Forward ARMS Reservations To Location. If the Forward ARMS Reservations To Location is blank or not found, then derive the closest available daily rental location and its platform.

IF a received unsolicited Authorization Add rental transaction set is received that is to authorize and create a currently non-existent rental reservation, derive and assign closest available rental location and its distributed application host platform for later routing to that platform.

To derive the closest available rental location we use RAS013A.

IF the authorization add/transfer transaction set is for Enterprise Fleet Management VIP rental customer, they will be able to send and generate ARMS authorized reservations to airport branches if that is the closest rental location. Any other trading partner authorization add/transfer cannot be routed to an airport location.

Derive that rental location's associated distributed application host platform by executing Derive Machine ID for Rental Location (AM2050V1) program for later routing.

IF a transaction's record formats are validated and processed successfully, then send its associated key value as output to the data queue (DQAM46V1) that is input to the next downstream process for ARMS Database Update and Routing (AM0046V1) program.

@Files: (CRUD)

AMSET	(CRU-)
ARMSPR1	(-R--)
AMAUTD	(-R--)
AMIEBT	(-R--)
AMXBCO	(-R--)
DROFLF1	(-R--)
DROFFL7	(-R--)
FILE80	(C---)

@Notes:

This program is submitted for execution as a never-ending batch program/job in the ARMS subsystem by the ARMS Startup Jobs program (CLL810) with no entry parameters to execute only on the centralized ARMS host system platform ("RARMS"). It will usually be active from 3:00am to 1:00am-Central. Currently, all inbound (received), outbound (to be sent) and transfer transaction sets are processed in this program as proprietary EDI Transaction Set group types.

IF any error is found, then do not process this transaction any further and if it is an inbound transaction set, then execute the ARMS Generate External Error (AM0090V1) program, ELSE, execute the ARMS Handle Internal Error (AM0097V1) program, passing the input parameters of this data queue entry's key data elements and the currently loaded ERROR CODE value. Do NOT output the transaction set's

## ARMS Process Report

record formats to the output file nor send its data queue entry to the output data queue.

The ARMS system will now enable electronic invoices, payments and remittances (processed here) to be sent/received for non-ARMS Rental Management Trading Partners that are Direct Billing/Remittance Trading Partners, such as Tennessee Valley Authority (an Enterprise Fleet Services customer); and AAA of California.

### @Embedded Data/Constants:

'7680' used as the default Claims Connection Rental Location.  
'6A01' used for routing to this simulation default rental location within the production software environment.  
'0123456789' used as valid numeric values in a CHECK operation.  
'RTVMSGSTS' is the program executed to check if the e-Message System is available for sending messages.

'OVRPRTF FILE(QPPGMDMP) OUTQ(ARMSDUMP) OUTPTY(9) USRDTA(AM40PGMERR) FORMTYPE(ARMS) HOLD(\*YES)' to cause generated RPG-formatted dump output to be retained for greater than a one day.

The following are 25-character ERROR MESSAGES subject header and detail line prefixed output to FILE80 for sending when executing MS0010 program:

'An invalid BCO was sent'  
'Invalid BCO'  
'Profile'  
'transaction control ID'  
'Invalid DOB was received'  
'Invalid DOB'

### @Improvement Opportunities:

1.) Remove as constant and store the default simulation rental location ID ('6A01') and the default production Claims Connection rental location ID in an external data area to externalize this location information for inquiry into the program.

2.) Should be able to replace the valid numeric values constant and its usage with an ILE built-in function or existing API.

3.) Should be able to duplicate the existing OS/400 Dump printer file QPPGMDMP to a different ARMSDUMP printer file that is formatted the same but has all of the specified keyword attributes that would allow the removal of the OVRPRTF OS/400 command execution.

### Process

Hierarchical numeric ID: 1.1.1.1.3.4

Coded name: AM0046V1

Name: PGM Route Transaction / Update ARMS Centralized Database (AM0046V1)

Comment: @Purpose: To update the centralized ARMS database with transaction set data elements and forward the transaction set to the appropriate destination (trading partner, rental application, claims connection, or centralized financial system's cash receipts interface).

### @Operational Method:

## ARMS Process Report

- Maintain centralized ARMS application system database with input transaction set data elements.

- Route outbound transaction data set for external envelope packaging.

- Route inbound or transfer transaction data set for sending to distributed host platform.

- IF processing an RA Change, AT Change or an an Opening Rental Notification RN functional group type, then calculate the renter's age by subtracting their Date of Birth from the system date. IF the renter is underage for the state of the rental and the ticket is open and authorized, then execute the Generate Surcharge subroutine (GENSUR) to load the Approved Surcharge Detail (AMSURD) file. This subroutine calls AM1085V1 for underage surcharges and AM0096V1 for othe surcharges. An RA-Change for an ARMS Trading Partner Company will only be generated if the transaction has been confirmed. (See @Notes for more detailed information)

- On an open authorized ticket, if a different Rental Location ID is processed from an outbound or transfer transaction set, then execute the Add Government Surcharge (AM0096V1) program to load the Approved Surcharge Detail (AMSURD) file.

- IF any new approved surcharges were generated, then read this file for this rental transaction to generate a new automatic pseudo-rental Authorization Change (AT) transaction set for approved surcharges to be routed to a distributed rental application system host platform.

- IF a Customer Extension/Termination, functional group type EX is received from a Trading Partner Company for a defined Profile ID AND the BCO or Adjuster Code is different than on the ARMS centralized database, then generate a new automatic pseudo-rental Authorization Change (AT) transaction set containing only an adjuster detail (ADJD01) record format for an adjuster/BCO change to be routed to a distributed rental application system host platform. This is done to update Bill-To Customer information in the rental system database files for this rental transaction in the EC00ATV1 program processing, since the EC00EXV1 program processing does not update Bill-To Customer information in the rental system database files. (See @Improvement Opportunities number 3 below.)

- IF processing an Extension, move an "E" to the Action Code in the AM055V1 external data structure. When a termination date has been sent, update the Day Auth (AWAUDY) field in file AMAUTD.

Calculate the total number of days authorized by using the Termination Date and Rental Start Date adding 1 to the calculated days to receive the correct number of days authorized. If the calculated amount is greater than the Day Auth field, move an "E" to the Action Code in the AM055V1 external data structure.

If the calculated amount is less than or equal to the Day Auth field, move a ~~XXXX~~ to the Action Code in the AM055V1 external data structure.

- Based on the trading partner profile, generate new automatic rental Extension days transaction set in response to a Request for Extension (RE) to be routed to a distributed rental application system host platform.

- IF processing an Opening Rental Notification ('RN') functional group type, IF the existing customer number on the transaction set internal header is found in the ARMS BCO for RMS (Rental Management System) file write a record to the ARMS RMS (Rental Management System) File (AM002P) so that RMS will be notified of the open rental contract/ticket that they must manage from their centralized location.

IF processing a Rental End ('RN') transaction set AND this is the first closing rental notification (AMAUTD's Rental End Date = 0) AND IF the associated

## ARMS Process Report

ARMSPR1 profile file record's Remittance Indication Flag (P1FG14) field is equal to 'A', then execute the ARMS Generate Transaction Credits (AM1080V1) program passing the Transmission Control Sequence ID Number, Group Control Sequence ID Number, Vendor Transaction ID and the Execution Code of 'R' (for Rental Notification).

- IF processing a Payment Advice ('PM') transaction set, then execute the ARMS Generate Transaction Credits (AM1080V1) program passing the Transmission Control Sequence ID Number, Group Control Sequence ID Number, Vendor Transaction ID and the Execution Code of 'P' (for Payment Advice).

-After the file updates and before the next data queue entry is read, and if the Group Type is not OF.

-Complete the build of the data queue entry record.

-From the APPD01 format, move the Profile Id, Customer Transaction Id, Vendor Transaction Id, -Group Type, Date, and Time to their appropriate fields in DQAM55V1 external data structure, AM055X.

-If Transaction Type (AM055X) is blank, move an I to the field.

-Send the data queue entry to DQAM55V1.

-Clear the AM055X format for the next record.

### @Notes:

Currently, ALL transaction sets (received from trading partners, received from rental systems - i.e., inbound, outbound and transfers) will be processed by this program, after editing for updating to the database and routing (to a trading partner or a rental application system).

When the Rental Management Trading Partner sends an extension transaction set for an existing Vendor Transaction ID with a different Customer Transaction ID than the value in the ARMS Cross-Reference (AMXREF) file record's CUSTOMER TRANSACTION ID (XACTID) field, then this field change should occur and allow the AMXREF file record's XACTID field to be updated with the new/different Customer Transaction ID value. All incoming transaction sets should allow a change of the Customer Transaction ID. Remittance Advice ('RM') transaction sets will not be included because this would require a change in the way RM's are processed.

When a request for cancellation ('RC') transaction set is processed for an incompletely open rental contract/ticket (prewrite/unit-pend), this 'RC' transaction set is not sent to the trading partner. In most cases this is correct, however when the ARMS Cross-reference file record is made irretrievable by padding the rental location value with the repeating "X" character, the request for cancellation transaction set will be sent. For some profiled ARMS Trading Partner Companies, the RC is converted to a CN before being sent.

The ARMS system will now enable electronic invoices, payments and remittances (processed here) to be sent/received for non-ARMS Rental Management Trading Partners that are Direct Billing/Remittance Trading Partners, such as Tennessee Valley Authority (an Enterprise Fleet Services customer); and AAA of California. Therefore, ARMS will receive a data queue entry to generate an electronic invoice (and create an associated ARMS Rental Transaction Cross-Reference (AMXREF) file record) when the trading partner never sent to ERAC (via ARMS) any initial rental authorization.

When a Request for an Authorization is sent to ARMS Trading Partner Company after the initial request, and the transaction is still in an unconfirmed status (U), an RA-Add will be generated. IF the transaction is at a confirmed status (W) but still unauthorized an RA-Change will be generated even if no changes have

## ARMS Process Report

been made to the data. If the transaction is at a confirmed and Authorized status (R), an RA-Change will be generated only if there was a change in the data.

@Files: (CRUD)

```
- AMSET          (-R--)
- ARMSPR1        (-R--)
- ARMSPR3        (-R--)
- AMXBCO         (-R--)
- AMPGMCTL       (-R--)
- AM002P         (CR--) ARMS: RMS FILE
- AM003P01       (-R--) ARMS RMS BCO FILE
- AMAPPS         (C---)
- AMPACK         (C---)
- AMADJD         (CRU-)
- AMAUTD         (CRU-)
- AMCOMD         (CR--)
- AMIEBD         (CRU-)
- AMIEBH         (CRU-)
- AMIEBT         (CRU-)
- AMINS          (CRU-)
- AMRMTD         (CRU-)
- AMRNTD         (CRU-)
- AMRPRD         (CRU-)
- AMRATD         (CRUD)
- AMSURD         (CR-D)
```

@Embedded Data/Constants:

```
'YES'
'NO '
'AM0046V1 '
'RECORD DELETED'
'XXXXXXXXXX' (to pad ARMS Rental Transaction Cross-Reference File
record's RENTAL LOCATION with X's to make it irretrievable)
'AUTHORIZATION EXPIRED' (as COMD01 record format's COMMENT comment text
currently not referenced, unsure of intent.)
```

Enterprise Customer Numbers for ARMS Trading Partner Insurance Company-  
Los Angeles Area Locations and ARMS Trading Partner Insurance Company's Branch Claims  
Office Code for RMS output:

```
'ALL3233' and '2040' Santa Ana/Tustin, California
'ALL3221' and '1340' Torrence, California
```

.....and Format Names/IDs::

```
'APPD01'
'ADJD01'
'ADJD02'
'AUTD01'
'CAND01'
'CBKC01'
'CBKD01'
'CRED01'
'COMD01'
'ELCD01'
'ERRD01'
'IEBD01'
'IEBH01'
```

## ARMS Process Report

'IEBT01'  
'INSD01'  
'OFFD01'  
'PMTD01'  
'RATD01'  
'REND01'  
'RMTD01'  
'RNTD01'  
'RNTD02'  
'RPRD01'  
'SURD01'  
'VEDD01'

### @Improvement Opportunities:

1.) Convert from standard ILE RPG program to an ILE program with multiple ILE RPG modules or service programs.

2.) Delete the 'AM0046V1 ' constant and use the Program Status Data Structure's left-justified PROGRAM ID value for the same purposes.

3.) There is hard-coded logic to check IF ARMS Trading Partner Insurance Company Insurance Company customer authorization extension ('EX') transaction set AND the adjuster or BCO change that is different than the centralized ARMS rental transaction database Adjuster Detail (AMADJD) file data, then to automatically generate a "pseudo-" Authorization ('AT') Change transaction set with only an adjuster detail (ADJD01) record. However, since this is information that is only for a specific X12 EDI standard compliant trading partner, that this special logic should be removed from this program and externally profiled in the EDI Translation and Interface/Mapper software to cause generation of the additional 'AT' Change when an Extension/Termination transaction set is received. Additionally, this EDI Translation and Interface Mapper software could execute an ARMS centralized database retrieval inquiry service utility program to retrieve specified information from the AMADJD file. Then this interface/mapper software could determine if this transaction set's adjuster information is different than the existing database file's information and if true, generate the additional 'AT' Change. This would add an 'AT' Change functional group transaction set to be output, along with the 'EX' from the same EDI transmission envelope, and it would add to the transaction load between AM0010V1 and AM0046V1 programs, inclusive. However, the benefit of standardizing the transaction set processing within AM0046V1 and moving profile-specific logic to the EDI translation interface/mapping software would be greater than having hard-coded within AM0046V1 program.

4.) There is currently an undesirable situation that occurs within this program. When any trading partner sends an authorization extension/termination transaction set, the adjuster detail is required to add callback detail note comments to the rental application database with the name of the adjuster changing the open rental contract/ticket's CURRENT AUTHORIZATION DATE field value. However, the adjuster making this change in this value may not be the claims adjuster assigned to manage the direct billing payment authorization for this rental contract. The adjuster making the extension/termination may be another adjuster taking on the extensions temporarily when the primary assigned adjuster is unavailable (i.e., day off due to vacation, illness, etc.), but that the primary assigned claims adjuster "of record" was not intended to be changed. Currently, the adjuster information in the Bill-To information within the rental contract is not updated by an extension/termination transaction set's adjuster information, but the centralized ARMS database adjuster detail (AMADJD) file is. This is erroneous to update AMADJD by an extension and this logic should be removed from AM0046V1 program. (A new issue will be submitted by Gina Miller, ARMS Technical Mgmt. staff to request this change.

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However, if AM0046V1 program's extension/termination logic is revised, then this issue should be considered.)

5.) Drop the constant detailed below and replace with attributes/field values within the ARMS Trading Partner Profile's Branch Claims Office / Enterprise Customer ID Cross-Reference (AMXBCO) file. Likewise, add the maintenance of these fields to the AMXBCO maintenance program and screen display file record format (AAAM10).

### Process

Hierarchical numeric ID: 1.1.1.1.3.5

Coded name:

Name: DTQ Input to AM0025 (DQAM25V1)

Comment: @Definition: DQAM25V1 is a data queue used to provide input for PGM AM0025V1 which validates transaction set record formats.

### Process

Hierarchical numeric ID: 1.1.1.1.3.6

Coded name:

Name: DTQ Input Data Queue to AM0030 (DQAMSET1)

Comment: @Definition: DQAMSET1 is a data queue used to provide input for PGM AM0030V1 which validates transaction set record formats data types.

### Process

Hierarchical numeric ID: 1.1.1.1.3.7

Coded name:

Name: DTQ Input Data Queue to AM0040 (DQANDTL1)

Comment: @Definition: DQANDTL1 is a data queue used to provide input to PGM AM0040V1 which validates transaction set record format data.

### Process

Hierarchical numeric ID: 1.1.1.1.3.8

Coded name:

Name: DTQ Input Data Queue to AM0046 (DQAM46V1)

Comment: @Definition: DQAM46V1 is a data queue used to provide input to PGM AM0046V1 which update the ARMS database and routes the transaction.

### Process

Hierarchical numeric ID: 1.1.1.1.3.9

Coded name:

Name: DTQ Input to Program AM0100 (DQAMAP1)

Comment: @Definition: DQAMAP1 is a data queue used to input data to PGM AM0100 which distributes routed transactions from the centralized host processing machine.

### Process

Hierarchical numeric ID: 1.1.1.1.3.10

Coded name: AMPSSR

Name: PGM Perform Internal Error Paging and Messaging (AMPSSR)

## ARMS Process Report

Comment: @Definition: This is the ARMS \*PSSR program exception error paging & messaging program (written in RPG/400 - Original Program Model).

@Purpose: This program's purpose is to output the error occurrence to the AMPGMERR Program Error Log file and if the error is not from a program executing on the "DEV" (development) machine, then to notify the ARMS On-Call and Backup persons via sending a pager message and sending an 'e-message' via call to MS0010 program of the platform name, program name and the error occurrence. This information will aid the ARMS On-Call person responding to resubmit any needed never-ending program job into the ARMS subsystem on the appropriate host computer system. This information will also cause them to research the dump taken in the previous program for the incompletely processed transaction specific information that it had been processing when the program halted or abnormally ended.

@Operational Method: This program outputs the passed entry parameters' values error occurrence to the AMPGMERR Program Error Log file. If the error is not on the "DEV" (development) host platform, then sending a pager message to the ARMS Primary and Backup On-Call pagers and sending an 'e-message' via call to MS0010 program of the platform name, program name and the error occurrence.

@Files: (CRUD)

- AMPERT (-R--) , accessed by AMPERTL1 logical access view.  
- ANDQER (-R--) , accessed by ANDQERL2 logical access view.  
- AMPGMERR (C---)  
- FILE80 (C---)

@Notes: This program is used within every program's \*PSSR program exception subroutine.

### Process

Hierarchical numeric ID: 1.1.1.1.3.11

Coded name: CCDATE

Name: PGM Validate Date and Convert Format (CCDATE)

Comment: @Definition: CCDATE is a date validation, conversion and manipulation callable OPM RPG program.

@Purpose: Executed from many ARMS programs for many purposes. The most common purposes are: to validate dates; convert formats; derive a future date by computing the adding provided days to a given date value; or, to derive the age of a renter by computing the number of years between the current date and a renter's date of birth. In a majority of programs, this program is executed to retrieve the current system date or timestamp in the MMDDYYYY or MMDDYY format and reformat it to YYYYMMDD format, or, to retrieve the day of week, such as required in the ARMS-to-ARMS Trading Partner Company Communication Sender / Receiver (AM\*\*\*COM) program.

Validation is done throughout many ARMS programs, such as in the Validate Transmission Envelope (AM0010V1) program to validate the Transmission Date or in the Validate Transaction Set Record Format Data Types (AM0030V1) program's Edit Dates subroutine specifically to validate the date values for the following record formats' date value fields:

Authorization Detail's (AUTD01) Authorization Expiration Date, Date of Birth and Pickup Date

Renter Detail's (RNTD02) Date of Loss

Insured Detail's (INSD01) Policy Expiration Date

Cancellation Detail's (CAND01) Cancellation Date

Callback Detail's (CBKD01V1) Callback Origination Date



## ARMS Process Report

Extension/Termination Detail's (CRED01) Termination Date and Renter  
Notified Date  
Rental Detail's (REND01) Rental Start and End Dates  
Rental Segment Detail's (RATD01) Effective Dates of Rental Segments 1  
through 4  
Invoice Header's (IEBH01) Billing Start and End Dates  
Payment Detail's (PMTD01) Payment Date

### @Operational Method:

Before the CCDATE is called, the parameter fields must be set by the calling program. It is recommended that you do a clear the DTPARM external data structure subfields before any field values are loaded to insure that all fields have been initialized.

If a date conversion from MMDDYY to YYMMDD format, simply move the input date value to the From-Date (DTFRDT) input field after all the fields have been cleared and execute the CCDATE program. The outputted To-Date returned in DTODT will be in YYMMDD format.

The following fields will be output by CCDATE, so it is not necessary that you fill them in. They are: DTFMTD, DTWKDY, DTMNTH, DTSTNG, DTMSID, and DTMSTX.

DTDAYS is not necessary for action code 'C' and will be zeroed out by CCDATE. DTDAYS will be filled in by the CCDATE program's execution when the action code is 'D'.

However, since AM0030V1 is requiring only date value validation, the program is executed after loading the following parameter subfield values in the following manner after all subfields were cleared/initialized:

Load 'C' (Convert) to ACTION CODE (DTACCD)  
Load the DATE TO VALIDATE (in YYYYMMDD format) field value to FROM-DATE( DTFRDT)  
Load the number 7 (YYYYMMDD) to the FROM-DATE-FORMAT (DTFRFT)  
Load the number 6 (DDMMYYYY) to the TO-DATE-FORMAT(DTTOFT)  
Execute the program  
Check the contents of the Error Message ID (DTMSID). IF not blanks, then the FROM-DATE field value was invalid.

### @Notes:

Documentation for usage can be found on the AS/400 in the ELLIB/QEISSRC/TLS.DAT text source member.

NEVER Use the DATE MULTIplied. by 1000.01 or 100.0001 to CONVERT! (Lack of precision and high overhead mathematical computation overhead.)

It should do hopefully everything anyone would need from such a program for any date value. Below is the explanation of its single parameter and how to use the program.

The parameters have been set up as in a empty database file called DTPARM that is used as an externally defined data structure on an input specification on the program's source code that causes the compiler to copy the subfield names, attributes, and starting positions. This is done so that a programmer can copy the parameters in as an external data structure instead of having to remember what order the parameters should be in and what length the fields are. The explanation of the external data structure DTPARM parameter data elements (subfields) passed as a single parameter field are:

## ARMS Process Report

DTACCD - (1) - Processing Action Code possible values: 'C' -  
Convert (DEFAULT)

'D' - Compute the Days Difference between inputted dates

'A' - Add inputted Days to inputted From-Date

DTFRDT - (8,0) - From-Date (DEFAULT is UDATE)

DTFRFT - (1,0) - From-Date Format possible values: 1

- MMDDYY (Month, Day, Year) (DEFAULT)

2 - DDMMYY (Day, Month, Year)

3 - YYMMDD (Year, Month, Day)

4 - YYDDD (Julian format)

5 - MMDDYYYY

6 - DDMMYYYY

7 - YYYYMMDD

8 - YYYYDDD (Julian format)

9 - MM00YY (Use this format to have the program determine the last day of the specified

month and format it based on the To format.)

\*NOTE: This format is only valid for this From-format!

DTTODT - (8,0) - To-Date

DTTOFT - (1,0) - To-Date Format possible values: 1

- MMDDYY (Month, Day, Year)

2 - DDMMYY (Day, Month, Year)

3 - YYMMDD (Year, Month, Day) (DEFAULT)

4 - YYDDD (Julian format)

5 - MMDDYYYY

6 - DDMMYYYY

7 - YYYYMMDD

8 - YYYYDDD (Julian format)

DTDAYS - (7,0) - Number of Days to Add/Subtract or the computed Days Difference (+/-)

DTFMTD - (10) - Displayed Formatted Date

DTSEP - (1) - Display Separator (used in DTFMTD, i.e., backslash, hyphen, or period)

DTWKDY - (9) - Day of Week (Sunday, Monday, etc.)

DTMNTH - (9) - Month Name (January, February, etc.)

DTSTNG - (30) - Formatted Date String possible values:

'C' - Month Day, Year (i.e., January 01, 1992)

'F' (DEFAULT) - Day-of-week Month Day, Year (i.e., Wednesday January 01, 1992)

## ARMS Process Report

DTMSID - (7) - Error Message ID  
DTMSTX - (80) - Error Message Text

### @Improvement Opportunity:

The execution of this (CCDATE) program would be unnecessary if all of the ARMS programs that currently use this program were converted from the OPM RPG/400 to ILE RPG/IV program and these input date fields were attempted to be loaded into date type work fields. Also, any unsuccessful operation would need to be monitored for specific error exception types.

### Process

Hierarchical numeric ID: 1.1.1.1.3.12

Coded name: AM2010V1

Name: PGM Retrieve Cross-reference (AM2010V1)

Comment: @Definition: This program is the callable ARMS generic Cross-Reference File Record Inquiry program.

@Purpose: To retrieve the associated ARMS Rental Cross-Reference File record when passed one of the following four input combinations: the ARMS VENDOR TRANSACTION ID; the ARMS TRADING PARTNER COMPANY PROFILE ID and the CUSTOMER TRANSACTION ID; the RENTAL LOCATION and the RENTAL CONTRACT/TICKET ID; or, the RENTAL LOCATION and the RENTAL BRANCH RESERVATION ID.

### @Operational Method:

1.) The RENTAL LOCATION is always required and either a non-blank TICKET ID or RESERVATION ID must be passed.

IF RENTAL LOCATION, TICKET ID and RESERVATION ID are blanks, then load the RETURN CODE with 'E' (Error).

2.) IF Rental Location and Reservation ID are passed with the program call, use AMXREFL2 to retrieve the requested ARMS Cross-Reference File record.

a.) IF Ticket number is also passed with the program call, retrieve the record using AMXREFL2. Then validate the Ticket number passed with the program call against the Ticket data field XATKNO.

b.) IF passed TICKET ID and retrieved TICKET ID are different, then load the RETURN CODE with 'T' (Ticket ID Mismatch) and return to the calling program.

c.) IF the passed TICKET ID is same as the TICKET ID found for the reservation in the ARMS Cross-Reference File, then update all fields in the parameter list from AMXREFL2, set the RETURN CODE to blanks (blanks indicate successful) and return to the calling program.

3.) IF non-blank RENTAL LOCATION and TICKET ID are passed with the program, use AMXREFL1 to retrieve the data.

IF no record found for RENTAL LOCATION and TICKET ID, then load the RETURN CODE with 'E' (Error) .

4.) If an ARMS COMPANY PROFILE ID is passed with the program call and a record is retrieved, compare this value with XACUID in AMXREFLn.

IF they are different, change the RETURN CODE to 'P' for 'Profile Error' and return to calling program.

## ARMS Process Report

5.) IF non-blank ARMS COMPANY PROFILE ID and CUSTOMER TRANSACTION ID are passed, retrieve record from AMXREFL3.

a.) IF TICKET ID / RESERVATION ID is passed, compare these with values retrieved from AMXREFL3.

IF they do not agree, change return code to 'T' / 'R'.

b.) IF RENTAL LOCATION is passed, compare this value with value retrieved from AMXREFL3.

IF they do not match, change return code to 'L' .

6.) IF an ARMS VENDOR TRANSACTION ID is passed, retrieve record from AMXREF.

a.) IF an ARMS COMPANY PROFILE ID is passed with the program call and a record is retrieved, compare this value with the associated field in the retrieved ARMS Cross-Reference File.

IF they are different, change the return code to 'P' for 'Profile Error' and return to calling program.

b.) IF RENTAL LOCATION is passed, compare this value with the AMXREF value. IF they are different, change return code to 'L'.

c.) IF TICKET ID or RESERVATION ID is passed, compare these values with values retrieved from AMXREF.

IF they do not agree, change RETURN CODE to 'T' / 'R'.

7.) IF a record is retrieved from AMXREF or any of these logical files based upon the file use hierarchy, and additional data fields are passed, and more than one data mismatch occurs, change the return code to 'M' for multiple errors.

### Hierarchy for record retrieval:

1.) IF ARMS VENDOR TRANSACTION ID is passed, and any other data fields, retrieve from AMXREF.

2.) IF ARMS COMPANY PROFILE ID and CUSTOMER TRANSACTION ID are passed, and any other data fields (except VENDOR TRANSACTION ID), retrieve from AMXREFL3.

3.) IF RENTAL LOCATION and RESERVATION ID are passed, retrieve from AMXREFL2.

4.) IF RENTAL LOCATION and TICKET ID are passed, retrieve from AMXREFL1.

### RETURN CODE possible values:

blank : Successful retrieval / edit  
L : Location passed is blank / invalid  
# : Ticket/Reservation passed is blank  
T : Ticket passed, unmatched on AMXREF record  
P : Profile passed, unmatched on AMXREF record  
E : No AMXREF record found  
M : Multiple errors

## ARMS Process Report

@Notes: No exception error handling is specified.

This executable program is executed by many other ARMS programs that are processing a ARMS transaction request to retrieve information from the ARMS Rental Cross-Reference File. This program is currently called with parameters by the following programs: AMLCXLT, AMRTVSQ, AM0020V1, AM0021V1, AM0030V1, AM0040V1, AM0070V1, AM0120, AM0129, AM0150, AM0900, AM1080V1, AM1085V1, AM5010, AM5015, and CCAM16. The parameters used in calling this program are the following:

	Output	1 character	RETURN CODE
	Input/Output	20 character	VENDOR TRANSACTION ID
	Input/Output	5 character	ARMS TRADING PARTNER COMPANY PROFILE
ID	Input/Output	20 character	CUSTOMER TRANSACTION ID
	Input/Output	10 character	RENTAL LOCATION
	Input/Output	6 character	RESERVATION ID
	Input/Output	6 character	TICKET ID
	Output	1 character	STATUS CODE
	Output	8/0 numeric	STATUS CODE LAST CHANGED DATE
	Output	6/0 numeric	STATUS CODE LAST CHANGED TIME
	Output	10 character	STATUS CODE LAST CHANGED PROGRAM
ID	Output	1 character	MACHINE ID
	Output	10 character	BRANCH CLAIMS OFFICE CODE
	Output	1 character	RENTAL SYSTEM SOURCE ID
	Output	8/0 numeric	RECORD ADD DATE
	Output	6/0 numeric	RECORD ADD TIME
	Output	10 character	RECORD ADD PROGRAM ID
	Output	8/0 numeric	RECORD CHANGE DATE
	Output	6/0 numeric	RECORD CHANGE TIME
	Output	10 character	RECORD CHANGE PROGRAM ID

@Files: (CRUD)

- AMXREF (-R--) ARMS Cross-Reference File, keyed by Vendor Transaction ID

- AMXREFL3 (-R--) ARMS Cross-Reference File, keyed by Company Profile ID and Customer Transaction ID

- AMXREFL1 (-R--) ARMS Cross-Reference File, keyed by Rental Location ID and Rental Ticket ID

- AMXREFL2 (-R--) ARMS Cross-Reference File, keyed by Rental Location ID and Rental Reservation ID

@Improvement Opportunities:

Replace the internally defined parameter fields in this program and all programs executing this program with a database file with no record to be used as an externally defined data structure so that only one definition of the parameter's data elements exist, along with comments on their purpose and possible values.

Replacing the execution of this (AM2010V1) program with the ARMS Inquire/Update Cross-Reference File record (AM1010V1) program in many other programs if it is called in "Inquiry" mode.

Process

Hierarchical numeric ID: 1.1.1.1.3.13

## ARMS Process Report

Coded name: AM0090V1

Name: PGM Generate External Error (AM0090V1)

Comment: @Definition: This program is the ARMS called External Error Handler Program.

@Purpose: To generate a single Error (ER) group type transaction data set to be sent to the Rental Management Trading Partner to indicate that the ARMS host rejected a transaction data set received from their host application system. The error is also logged to an error log file.

### @Operational Method:

- Verifies the passed input parameter error reason codes (maximum 20) that are not equal to '99' against the ARMS Error Code and Description Table (AMERRTBL) file for valid error codes and returns an "A" for accepted or an "R" for rejected. If the passed error reason code does not exist in this file, the ARMS Program Exception Handler (AMPSSR) program is executed to notify the ARMS On-Call staff of the program-to-program referential discrepancy and the erroneous error code value is concatenated with the text "ERROR CODE IS INVALID" and this resulting value is written to the ARMS Error Log (AMERRLOG) file record's FILLER field and its ERROR CODE field is loaded with the value "99".

- Write Error (ER) group type transaction data set records to one of two possible transaction data set output files. If the program is being executed on the centralized ARMS host computer system platform, it will write the output record formats to the ARMS Transactions To Be Packaged (AMPACK) transaction file as centralized transactions to be packaged for sending. If this program is executing on the distributed rental computer system platform, then it will write the output record formats to the ARMS Distributed Transactions To Centralized Input (ANDIST) transaction file for the distributed system transaction to be sent to the centralized system.

- Sends the written Error group type transaction set record formats' key value to the output file's associated data queue. If the records were output to the AMPACK file, then the key is sent its associated Transaction Packaging Input (DQAMPKG) data queue. If the records were output to the ARMS (ANDIST) file, then the key is sent its associated Transaction Distributed-to-Centralized Input (DQANDST) data queue.

- Before exiting the program, a record is also added to rejected transactions error log file (AMERRLOG). that will appear on the ARMS Error Log Report (CLL817/AM5000) and the ARMS Error Log Inquiry Screen (CCAM14).

@Notes: This program is only executed by other ARMS never-ending programs that have validated a received transaction data set as being in error and rejected it from further processing to eventually update the Rental Systems application database. This program is currently called with parameters by the following programs: AM0020V1, AM0021V1, AM0025V1, AM0030V1, and EC00EXV1. (NOTE: This program has been replaced in many other programs that it had been called from by calling the newer ARMS Internal/External Error Handler 'AM0098' program.) The parameters used in calling this program are the following:

Input	5 character	COMPANY ID
Input	9/0 numeric	TRANSMISSION CONTROL ID#
Input	5/0 numeric	GROUP CONTROL ID#
Input	2 character	GROUP TYPE CODE
Input	20 character	CUSTOMER TRANSACTION ID
Input	20 character	VENDOR TRANSACTION ID
Input	6 character	FORMAT ID IN ERROR

## ARMS Process Report

Input 40 character ERROR REASON CODE(S) (2 characters per  
code/20 occurrences maximum)  
Output 1 character PROGRAM RETURN CODE (Possible values:  
R=Rejected - default, or A=Accepted)  
Input 10 character PROGRAM NAME IN ERROR (Rejecting the  
transaction processing)

@Files: (CRUD)

- AMPACK (C---)
- ANDIST (C---)
- AMERRTBL (-R--)
- AMERRLOG (C---)

@Embedded Data: (Constants)

"ERROR CODE IS INVALID" as suffix for invalid error code.

@Improvement Opportunity:

Since the text is the same in all of the files, move the constant's error message text into an added record in the AMERRTBL file with the ERROR CODE value of blanks that this program, AM0090V1 Generate ARMS External Error and AM0098 ARMS Error Handler program could all retrieve.

### Process

Hierarchical numeric ID: 1.1.1.1.3.14

Coded name: AM0097V1

Name: PGM Handle Internal Error (AM0097V1)

Comment: @Definition: This program is the ARMS called Internal Error Handler Program.

@Purpose: To notify the ARMS Application Development Department On-Call personnel of a transaction error condition that requires research and possible manual intervention. Error (ER) group type transaction data set in response to a rejected transaction data set received from a Rental Management Trading Partner host application system and to log the error to an error log file.

@Operational Method:

- Verifies each non-blank passed input parameter error reason code that is not equal to '99' or '00' exists in the ARMS Valid Error Codes table file (AMERRTBL) and returns an 'A' for accepted or an 'R' for rejected. If the passed error reason code does not exist in this file, the ARMS Program Exception Handler (AMPSSR) program is executed to notify the ARMS On-Call staff of the program-to-program referential discrepancy and the erroneous error code value is concatenated with the constant text "ERROR CODE IS INVALID" and this resulting value is written to the ARMS Reservation Transfer (and Outbound) Errors Log (AMXFRLOG) file record's FILLER field and its ERROR CODE field is loaded with the value '99' (Unknown).

- If the passed CALLING PROGRAM ID is NOT 'AM0046V1', then execute call to the ARMS Program Exception Handler 'AMPSSR' program, passing the CALLING PROGRAM ID and the Transaction's 96-character key value that is comprised of the passed TRANSMISSION CONTROL ID#, GROUP CONTROL ID#, GROUP TYPE CODE, CUSTOMER TRANSACTION ID and VENDOR TRANSACTION ID, padded with blanks.

@Note: This program is only executed by other ARMS never-ending programs or called programs that cannot process a ARMS transaction request as being in error

## ARMS Process Report

or not doable and rejected it from further processing. This program is currently called with parameters by the following programs: AM0025V1, AM0030V1, AM0047V1, AM0062V1, AM1080V1, AM2090V1, CC2090V1 and EC2090V1. (NOTE: This program has been replaced in many other programs that it had been called from by calling the newer ARMS Internal/External Error Handler 'AM0098' program.) The parameters used in calling this program are the following:

Input	5 character	COMPANY ID
Input	9/0 numeric	TRANSMISSION CONTROL ID#
Input	5/0 numeric	GROUP CONTROL ID#
Input	2 character	GROUP TYPE CODE
Input	20 character	CUSTOMER TRANSACTION ID
Input	20 character	VENDOR TRANSACTION ID
Input	6 character	FORMAT ID IN ERROR
Input	40 character	ERROR REASON CODE(S) (2 characters per code/20 occurrences maximum)
Output	1 character	PROGRAM RETURN CODE (Possible values: R=Rejected - default, or A=Accepted)
Input	10 character	PROGRAM NAME IN ERROR (Rejecting the transaction processing)

@Files: (CRUD)

- AMERRTBL (-R--)  
- AMXFRLOG (C---)

@Embedded Data: (Constants)

"ERROR CODE IS INVALID" as suffix for invalid error code.

@Improvement Opportunity:

Since the text is the same in all of the files, move the constant's error message text into an added record in the AMERRTBL file with the ERROR CODE value of blanks that this program, AM0090V1 Generate ARMS External Error and AM0098 ARMS Error Handler program could all retrieve.

### Process

Hierarchical numeric ID: 1.1.1.1.3.15

Coded name: CRTF80

Name: PGM Create MS01 (CRTF80)

Comment: @Definition: This is the executable OPM CL program to Create and Clear the temporary Send "e-Messages" Work (FILE80) Message Detail Lines file.

@Purpose: To duplicate, if necessary, and clear a temporary output work file prior to outputting "e-message" detail message lines from an executing program to be used as input to a subsequent execution of the Send "e-Message" (MS0010) program.

@Operational Method:

Checks the existence of a ISS: SM0003 80-position work file (FILE80) in this active job session's QTEMP Temporary Job Session library.

IF the file does not exist, then retrieve the library from this file from any library within this job session's library list. Then create a duplicate copy of this file in the QTEMP Temporary Job Session library without copying any data within the file.



## ARMS Process Report

Clear the 80-position work file (FILE80) in this active job session's QTEMP Temporary Job Session library.

Execute an override of any specified 80-position work file (FILE80) in this active job session for the scope of the entire job to 80-position work file (FILE80) in this active job session's QTEMP Temporary Job Session library and sequentially block its access with 409 records per block.

### @Notes:

This program was created and is stewarded by the Information Systems Support Department's ISA Group.

No parameters are used in the execution of this program.

### @Files: (CRUD)

FILE80 (----) File is created in the QTEMP library if necessary and then cleared.

## Process

Hierarchical numeric ID: 1.1.1.1.3.16

Coded name: RTVMSGTS

Name: PGM Retrieve Message Status (RTVMSGSTS)

Comment: @Definition: This is an executed OPM CL program to retrieve the status of the Enterprise Rent-A-Car Message Application System.

@Purpose: To retrieve the status of the Enterprise Rent-A-Car Message Application System before execution of the Send a Message (MS0010) program.

### @Operational Method:

Load the default value 'ER' (Error) to STATUS CODE.

IF currently executed on the "DEV" machine, then retrieve production Objects from ELPRD library instead of the ELLIB library.

Retrieve the logical value of the MESSAGE SYSTEM STATUS from its Status data area (DAMSGSTS).

IF the MESSAGE SYSTEM STATUS is "ON" ('1' or True), then the MESSAGE SYSTEM is UP. Then check the DDM and OPTICONNECT/400 STATUS values on the 'OPTICON' machine/system platform. IF both are OK, then pass 'OK' to STATUS CODE.

IF the MESSAGE SYSTEM STATUS is "OFF" ('0' or False), then the MESSAGE SYSTEM is DOWN.

Check if the Temporary Messages Hold Files (MSHDR, MSTXT, MSNOTIFY) are exist and in which library they were found. IF they do exist and were found in the ELSYSOVR library, then pass 'TF' to STATUS CODE.

### @Notes:

This program was created and stewarded by the Information System Support (ISS) Department's ISA-Applications Group.

## ARMS Process Report

This program is currently executed by the following programs prior to the execution of the Send e-Message program:

ARMS \*PSSR Program Error Paging & Messaging (AMPSSR) program  
ARMS Application Edit/Router (AM0040V1) batch program  
ARMS Non-Inbound Format Data Replacement Alteration (AM0047V1) program  
ARMS Internal/External Error Handling (AM0098) program

The program is executed with one output parameter value of a 2 character STATUS CODE that has one of the following values:

'OK' - Message System is UP (available) and DDM Connections Tested.  
'TF' - Message System is DOWN (unavailable), but the Temporary Messages Hold Files are in place to receive messages that are being requested to be sent.  
'ER' - Either Message System is down and the Temporary Messages Hold Files are NOT in place to receive messages that are being requested to be sent or DDM Connection FAILED.

@Files: (CRUD) (All are checked for existence and which in library they were found.)

MSHDR - Message System Message to be Sent - Header/Abstract  
MSTXT - Message System Message to be Sent - Detail Text Lines  
MSNOTIFY - Message System Message to be Sent - Users/Distribution

### Process

Hierarchical numeric ID: 1.1.1.1.3.17

Coded name: SNDEMSG

Name: PGM Send Enterprise Message (SNDEMSG)

Comment: @Definition: This is the executable ILE RPG command for sending enterprise message

@Purpose: To send previously outputted "e-message" to the specified ARMS On-Call Message Distribution List or the ARMS Technical Management from an another program.

@Operational Method:

Using the QTEMP library temporary work files as input for the formated message, read the Message Program - Send Msg to employees file to obtain the message distribution.

@Notes:

This program was created and stewarded by the Information System Support (ISS) Department's ISA-Applications Group.

### Process

Hierarchical numeric ID: 1.1.1.1.3.18

Coded name: AM0098

Name: PGM Handle Internal/External Error (AM0098)

Comment: @Definition: This is the newer ARMS Internal/External Error Handling Program. This program performs functions beyond both the AM0090V1 and AM0097V1 program.

## ARMS Process Report

@Purpose: To notify the ARMS Application Development Department On-Call personnel of a transaction error condition that requires research and possible manual intervention. Error (ER) group type transaction data set in response to a rejected transaction data set received from a Rental Management Trading Partner host application system and to log the error to an error log file.

(NOTE: This program will replace AM0090V1 and AM0097V1 with the new error handling process. Error records are written to the error files AMERRLOG and ANDQER and transaction files ANDIST or AMPACK depending on what machine the program is currently running on. The program currently contains both the old and new error handling logic.)

### @Operational Method:

- Verifies each non-blank passed input parameter error reason code that is not equal to '99' or '00' exists in the AMERRTBL Valid Error Codes table file and returns an 'A' for accepted or an 'R' for rejected. If the passed error reason code does not exist in the AMERRTBL file, AMPSSR program is executed to notify the ARMS On-Call staff of the program-to-program referential discrepancy and the erroneous error code value is concatenated with the constant text "ERROR CODE IS INVALID" and this resulting value is written to the AMXFRLOG file record's FILLER field and its ERROR CODE field is loaded with the value '99' (Unknown).

- If the passed CALLING PROGRAM ID is NOT 'AM0046V1', then execute call to 'AMPSSR' passing the CALLING PROGRAM ID and the Transaction's 96-character key value that is comprised of the passed TRANSMISSION CONTROL ID#, GROUP CONTROL ID#, GROUP TYPE CODE, CUSTOMER TRANSACTION ID and VENDOR TRANSACTION ID, padded with blanks.

@Notes: This program is only executed by other ARMS never-ending programs or called programs that cannot process a ARMS transaction processing request as being in error or not doable and rejected it from further processing. This program is currently called with parameters by the following programs: AM0040V1, AM0046V1, AM0060V1, AM0061V1. (NOTE: This program is yet to replace the call to AM0097V1 older Internal Error Handler program in many other programs: AM0025V1, AM0030V1, AM0047V1, AM0062V1, AM1080V1, AM2090V1, CC2090V1 and EC2090V1.) The parameters used in calling this program are the following:

Input	5 character	COMPANY ID
Input	9/0 numeric	TRANSMISSION CONTROL ID#
Input	5/0 numeric	GROUP CONTROL ID#
Input	2 character	GROUP TYPE CODE
Input	20 character	CUSTOMER TRANSACTION ID
Input	20 character	VENDOR TRANSACTION ID
Input	6 character	FORMAT ID IN ERROR
Input	40 character	ERROR REASON CODE(S) (2 characters per
code/20 occurrences maximum)		
Output	1 character	PROGRAM RETURN CODE (Possible values:
'R'=Rejected - default, or 'A'=Accepted)		
Input	10 character	PROGRAM NAME IN ERROR (Rejecting the
transaction processing)		
Input	150 character	Transaction key value
Input	128 character	Transaction data value
Input	10 character	Program ID that is rejecting transaction
Input	4 character	Enhanced Error Type Code
Input	10 character	Data Queue Name that provided rejected
transaction key as input.		
Input	1 character	Error Severity flag

## ARMS Process Report

Input 1 character Error Transaction Type flag (possible values: 'O'=Outbound, 'I'=Inbound, and 'T'=Transfer) (currently not referenced by this program)

Input 8 character Alpha Add Date (ccyyymmdd format)  
Input 6 character Alpha Add Time (24-hour format)  
Input 10 character Calling Program ID  
Input 5 character Add Employee ID

@Files: (CRUD)

- AMPACK (C---)
- ANDIST (C---)
- ANDQER (CRU-)
- AMPERT (-R--)
- AMERRTBL (-R--)
- AMERRLOG (C---)

@Constants:

"ERROR CODE IS INVALID" as suffix for invalid error code.

'RTVMSGSTS' is the called program to check if the Message System Status is active.

'ARMS TEST MESSAGE' is the Test Message Header Text that is not referenced within the program.

### Process

Hierarchical numeric ID: 1.1.1.1.3.19

Coded name: AM2050V1

Name: PGM Retrieve Machine ID (AM2050V1)

Comment: @Purpose: To return the associated MACHINE ID (host platform name) for a given rental location.

@Operational Method:

- This program attempts to retrieve a branch information record from the Office Directories Branch Office (OFFDRB) file for the passed GROUP ID and BRANCH ID specified as input in the parameter list.

- IF both the passed GROUP ID and BRANCH ID are blank, then return '\*\*\*ERROR' as MACHINE ID to the calling program.

- IF the passed BRANCH ID is blank, then attempt to retrieve the first record associated for the passed GROUP ID.

..IF found, then return its MACHINE ID value.

IF the passed BRANCH ID is not blank, then attempt to retrieve the record associated for the passed GROUP ID and BRANCH ID values.

..IF branch is found, then return its MACHINE ID value for that branch office location record to the calling program.

@Notes:

Executed with the following parameters:

Input 2 character GROUP ID  
Input 2 character BRANCH ID  
Output 8 character MACHINE ID

# ARMS Process Report

## @Embedded Data/Constants:

'\*\*\*ERROR' is the constant value loaded if no OFFDRB file record is retrieved successfully.

## Process

Hierarchical numeric ID: 1.1.1.1.3.20

Coded name: AM2051V1

Name: PGM Check for Holiday / After Hours (AM2051V1)

Comment: @Definition: This program determines if a given rental location is not able to accept new ARMS authorized reservations and detours it to Claims Connection .

@Purpose: To return the associated MACHINE ID (host platform name) for a given rental location's passed GROUP ID and BRANCH ID.

## @Operational Method:

- Receives three (3) input parameters:
  - 2 character GROUP ID
  - 2 character BRANCH ID
  - 1 character ARMS Profile ID "Send to Claims After Hours?" Flag
- Returns a single output parameter:
  - 8 character MACHINE ID (NAME)

- The following decision table/grid shows which location a new or transferred authorized reservation will be routed based on this flag setting and other criteria:

## Active

## Rental

Location		Send to Claims After hours	Holiday	Weekend	Claims	Branch	Routed Open	Open
-----		-----						
		Y		Y	N/A		N/A	N/A
	Claims	Y		N	Y		N/A	
N/A	Claims	Y		N	N		Y	
Y	ECARS	Y		N	N		Y	
N	Claims	Y		N	N		N	
Y	ECARS	Y		N	N		N	
N	ECARS	N		N/A	N/A		N/A	N/A
	ECARS							

Retrieve the current system date, day of week and time (adjusted to that location's time zone).

## ARMS Process Report

IF the passed input parameter value for the ARMS Profile flag "Send to Claims After Hours?" is "N" (No), then do the processing to determine if the passed GROUP ID and BRANCH ID is an active daily rental branch location.

Attempt to re-retrieve the associated record's BRANCH BUSINESS TYPE FOR DAILY RENTAL INDICATION field in the Office Directory Branch Master (OFFDRB) file by the passed GROUP ID if the passed BRANCH ID is blank, or use GROUP ID and the BRANCH ID.

Also, IF a record exists for just the passed GROUP ID, then indicate that the branch supports daily rental business, ELSE use the retrieved OFFDRB file record's BRANCH BUSINESS TYPE FOR DAILY RENTAL INDICATION field value.

Additionally, IF an OFFDRB file record was retrieved successfully AND its STATUS CODE is "A" (Active) and its BRANCH BUSINESS TYPE FOR DAILY RENTAL INDICATION is "Y" (Yes), then load the MACHINE ID output parameter field with blanks. IF today is NOT a national holiday, then,

IF the associated OFFDRB file record was not successfully retrieved, OR the retrieve record's STATUS CODE is NOT "A" (Active), OR its BRANCH BUSINESS TYPE FOR DAILY RENTAL INDICATION is NOT "Y" (Yes), then load the returned MACHINE ID output parameter field with '\*\*\*ERROR'.

ELSE, load the MACHINE ID field with blanks

IF the passed location is not found, or not a daily rental business location, or its status is not active, then return "\*\*\*ERROR" in the MACHINE ID parameter.

IF the passed input parameter value for the ARMS Profile flag "Send to Claims After Hours?" is "Y" (Yes), then do the processing to determine if today is a national holiday:

- Attempt to retrieve the associated Office Directory Branch Master (OFFDRB) file record using the passed GROUP ID and BRANCH ID.
- IF unsuccessful, then indicate that today is a holiday.
- IF successful, then using the retrieved OFFDRB file's MACHINE ID value access the associated ISS: Global Attributes (GACTL) File record to retrieve this branch's platform's associated COUNTRY NAME. Then use today's system date and this retrieved COUNTRY NAME value to attempt to access an existing record in the ECR: National Holiday (RA005P00) file. IF a record exists, then indicate that today is a national holiday.

Attempt to re-retrieve the associated record's BRANCH BUSINESS TYPE FOR DAILY RENTAL INDICATION field in the Office Directory Branch Master (OFFDRB) file by the passed GROUP ID if the passed BRANCH ID is blank, or use GROUP ID and the BRANCH ID.

Also, IF a record exists for just the passed GROUP ID, then indicate that the branch supports daily rental business, ELSE use the retrieved OFFDRB file record's BRANCH BUSINESS TYPE FOR DAILY RENTAL INDICATION field value.

Additionally, IF an OFFDRB file record was retrieved successfully AND its STATUS CODE is "A" (Active) and its BRANCH BUSINESS TYPE FOR DAILY RENTAL INDICATION is "Y" (Yes), then load the MACHINE ID output parameter field with blanks. IF today is NOT a national holiday, then,

IF the associated OFFDRB file record was not successfully retrieved, OR the retrieve record's STATUS CODE is NOT "A" (Active), OR its BRANCH BUSINESS TYPE FOR DAILY RENTAL INDICATION is NOT "Y" (Yes), then load the returned MACHINE ID output parameter field with '\*\*\*ERROR'.

ELSE, load the MACHINE ID field with blanks.

## ARMS Process Report

IF today is NOT a national holiday, then check the date to determine if its day of week is Saturday or Sunday.

IF not found, then Also, check if the today is a national holiday by checking for the existence of a record in the ECR: National Holiday (RA005P00) file by today's system date and the Country Name from retrieving the ISS: Global Attributes (GACTL) File by the MACHINE NAME from the retrieved Office Directory Branch Master (OFFDRB) file. This is to determine if the office is open and will accept new business.

IF it is a holiday, it is Saturday or Sunday, or the branch office is closed at the branch's current local time, then attempt to retrieve the Office Directory Branch File record for GROUP ID = "76" and BRANCH ID = "80" and check if this Claims Connection location is currently open with the current time adjusted to its local time zone. IF it is open, then return this GROUP ID and BRANCH ID, along with its current MACHINE ID value. IF it is not open, then return the original passed rental location's MACHINE ID for the previously retrieved closed branch office location record.

The ARMSPR1 Send to Claims After Hours flag (PIYN18) to determine whether to send a new reservation to Claims Connection or the closest Group/Branch. If this flag is set to 'N' for a trading partner, the new reservation will not be sent to Claims Connection whether it is a holiday or not. This will prevent authorizations for Canadian locations being sent to Claims Connections on U.S. national holidays.

@Files: (CRUD)

OFFDRB (-R--) Office Directories Branch Office File, keyed by GROUP ID and BRANCH ID.

GACTL (-R--) ISS: Global Attributes File  
RA005P (-R--) ECR: National Holiday File

(Example: '19980701')

'CANADA' is the Canadian national holiday for their Independence Day.)

@Notes:

Executed with the following 4 input parameters:

Input	2 character	GROUP ID
Input	2 character	BRANCH ID
Input/Output	8 character	MACHINE ID (distributed application database host platform logical identifier/identifying name)
Input	1 character	SEND TO CLAIMS CONNECTION AFTER HOURS INDICATION FLAG

Currently only executed from the ARMS Application Edit/Router Batch (AM0040V1) program.

@Embedded Data/Constants:

'\*\*\*ERROR' is the constant value loaded if no active daily rental business type Office Directory Branch Location (OFFDRB) file record is retrieved successfully.

'Mon', 'Tue', 'Wed', 'Thu', 'Fri' are used to associate the correct OFFDRB file record's Open Time and Close Time for each Day of the Week.

'Sat' and 'Sun' are constant values used to determine if the current day of the week is on a weekend.

## ARMS Process Report

76 is the constant overriding value for the Claims Connection GROUP ID.  
80 is the constant overriding value for the Claims Connection BRANCH ID.

### @Improvement Opportunities:

Only attempt to retrieve the associated OFFDRB file record in a single routine. Currently done in both the \$OFFDR subroutine to Retrieve OFFDRB (Office Directory File) Record and the \$HOLDY subroutine to Check RACNTR to determine if Holiday.

### Process

Hierarchical numeric ID: 1.1.1.1.3.21

Coded name: AM2053V1

Name: PGM Retrieve State Code (AM2053V1)

Comment: @Definition: This is the callable OPM RPG program to Retrieve State Code for a given Rental Location ID.

@Purpose: To extract and return the associated State Code from the Daily Rental Office Location Directory file for a given Rental Location ID.

### @Operational Method:

Program accepts a two parameter list, composed of an input field, LOCATION ID (10 character), and an output field, STATE CODE (2 character). A record is attempted to be retrieved from Daily Rental Office Directory (DROFLF1) file with Location ID as its access key.

IF a record is found, the State Code will be extracted from the retrieved record's ADDRESS LINE 2 (CITY, STATE, ZIP) field value and will be loaded to the output parameter STATE CODE to be returned to the calling program. ELSE, set the STATE CODE to '\*\*' and return to the calling program.

@Notes: This callable program is executed by the following ARMS programs:

ARMS Application Edit/Router Batch (AM0040V1)

ARMS Add Surcharge (AM0096V1)

ARMS Generate Underage Surcharge (AM1085V1)

@Files: (CRUD)

DROFF (-R--)

### @Embedded Data/Constants:

'\*\*' is the returned output STATE CODE if record is not retrieved.

### @Improvement Opportunities:

1. Convert from OPM RPG/400 to ILE RPG/400 service program that is over all Office Directory files (internal and external organizations' rental locations) that will provide also Office Name, Street Address #1, Telephone Number and other information so that the ARMS application is separated from the Office Directories database access software tier.

### Process

Hierarchical numeric ID: 1.1.1.1.3.22

Coded name: AM0047V1

Name: PGM Enforce rules of Data Exchange for Outbound Transaction (AM0047V1)



## ARMS Process Report

Comment: @Purpose: To generically enforce the rules specified by the ARMS Rental Management Trading Partners for data exchange on transaction data sets sent to adjusters from Enterprise Rent-A-Car or Claims Connection. This can comprise replacing data in a transaction data set's record formats' data elements that were from the rental application database with values retrieved from the ARMS centralized database files' data that had been populated by the transactions received from the adjuster. This will then "echo" back information to the trading partner's application that had been sent to ARMS.

### @Operational Method:

Using the passed TRADING PARTNER PROFILE ID and ARMS DATABASE FILE FIELD NAME, attempt to retrieve the associated ARMS Trading Partner File/Field Control Data (ARMSPR4) file.

IF record not found, return to calling program without loading the PROGRAM RETURN CODE parameter.

IF record is found, then based on the two flags in the trading partner profile, use the following decision table:

CASE 1 : FORMAT field is blank DATABASE field is NOT blank.

Mandatory To Send	Allow Field Changes	Action	
Y		N/A	assign to
database field			
format field error			
code 04, missing			
corrected from			
database			
N		N	assign to
database field			
format field if			
rental status not			
Waiting and not			
Unconfirmed			

CASE 2 : BOTH fields are Non-Blank

Mandatory To Send	Allow Field Changes	Action	
N/A		N	assign to
database field			
format field if			
rental status not			
Waiting and not			
Unconfirmed			

CASE 3 : BOTH fields are Blank.

# ARMS Process Report

Mandatory To Send	Allow Field Changes	Action
Y		N/A

error

code 01, missing

could not correct

In all other cases, the format field remains unchanged regardless of the database field value.

## @Notes:

This program is currently only called by the ARMS Database update and routing (AM0046V1) program with the following multiple parameters:

Input	50 character	ARMS Database File field value
Input/Output	50 character	Transaction Set Record Format field
Old/Replaced value		
Input	6 character	ARMS Database File Field Name
Input	1 character	ARMS Rental Cross-Reference File
Record's STATUS CODE		
Input	5 character	COMPANY PROFILE ID
Input	9/0 numeric	TRANSMISSION CONTROL ID
Input	5/0 numeric	GROUP CONTROL ID
Input	2 character	GROUP TYPE CODE
Input	20 character	CUSTOMER TRANSACTION ID
Input	20 character	VENDOR TRANSACTION ID
Input	6 character	FORMAT ID IN ERROR
Output	40 character	ERROR REASON CODES (20 occurrences maximum @ 2 characters, however, only first occurrence used.)
Output	1 character	PROGRAM RETURN CODE (Not loaded by this program, but passed on from executed AM0097V1 program.)
Input	10 character	CALLING PROGRAM ID IN ERROR

## @Files: (CRUD)

ARMSPR4 (-R--) ARMS Trading Partner File/Field Control Data file  
 FILE80 (C---) Send a Message 80-position work file (created empty and overridden to in the QTEMP library by the execution of 'CRTF80' program, then opened explicitly.)

## @Embedded Data/Constants:

'RTVMSGSTS' is the constant defined in order to execute the program before calling the Send e-Message (MS0010) program.

The following compile-time array "SBJ" is composed of 10 constant text lines (47 characters each) used for loading e-message header and detail lines for any mandatory data to be sent that is missing from the record format and the ARMS database:

- 1.) MANDATORY TO SEND FIELD IS MISSING
- 2.) Format:
- 3.) Program:
- 4.) Company:
- 5.) Transmission Control ID:
- 6.) Group Type:
- 7.) Cust Tran ID:
- 8.) Vndr Tran ID:
- 9.) is missing-corrected from database

## ARMS Process Report

10.) is missing-could not be corrected from database

### @Improvement Opportunities:

1.) Convert this OPM RPG/400 program to an ILE RPG module and have this data replacement enforcement logic used as the transaction data set's record format's field are being loaded.

2.) Replace the execution of the ARMS Handle Internal Error ('AM0097V1') program with the execution of the newer ARMS Handle Internal/External Error ('AM0098') program.

### Process

Hierarchical numeric ID: 1.1.1.1.3.23

Coded name: AM0096V1

Name: PGM Generate Pseudo-Authorization Change Transaction Data Set (Approved Govt.Surcharges) (AM0096V1)

Comment: @Purpose: To generate proprietary approved surcharge formats from the formats stored in the pre-approved surcharges file, AMSURTBL, based on the state and rental location.

### @Operational Method:

- Delete all automatically generated (ORIGIN CODE = 'A') in Authorized Surcharge Detail file, AMSURD that are associated with the passed VENDOR TRANSACTION ID and generate AMMNTLOG ARMS Database Maintenance Log file records via call to AM1050V1.

- Pass the CURRENT RENTAL LOCATION ID to the called program AM2053V1 to retrieve the STATE CODE.

- Search AMSURTBL file for any records with BLANK COMPANY PROFILE ID whose LOCATION ID field value matches with the passed CURRENT RENTAL LOCATION Group ID or Group/Branch ID value. For every blank Location ID record or matches the passed CURRENT RENTAL LOCATION ID read, write an AMSURD Approved Surcharge Detail File record for that retrieved AMSURTBL file record's SURCHARGE CODE, SURCHARGE AMOUNT and SURCHARGE CHARGE FREQUENCY field values.

- Search AMSURTBL file for any records with the passed COMPANY PROFILE ID (that was embedded within the passed Transaction Data Set Key) whose LOCATION ID field value matches with the passed CURRENT RENTAL LOCATION ID Group ID or Group/Branch ID value. For every blank Location ID record or matches the passed CURRENT RENTAL LOCATION ID read, write an AMSURD Approved Surcharge Detail File record for that retrieved AMSURTBL file record's SURCHARGE CODE, SURCHARGE AMOUNT and SURCHARGE CHARGE FREQUENCY field values.

- Using the passed CURRENT RENTAL LOCATION ID Group/Branch ID, retrieve the associated BC026P00 file record. For any non-zero miscellaneous government surcharges that are applicable for this rental location, write an AMSURD Approved Surcharge Detail File record for that SURCHARGE AMOUNT and SURCHARGE CHARGE FREQUENCY field values loading the SURCHARGE CODE with '05' (Government).

- Return to calling program by explicit SETON \*INLR.

@Notes: This program is called from AM0046V1 program when processing a transaction data set for the following conditions: an Authorization (AT) group type for an add, change, or transfer that contain a SURD01 record format; an opening Rental Notification (RN) group type; or, an Request for Authorization (RA) Change

## ARMS Process Report

group type where the Date of Birth or the Rental Location value has been changed from a previous value. This called program is completed and removed from the job's program stack completely when \*INLR is SETON.

@Files: (CRUD)

- AMSURTLBL (-R--)
- BC026P (-R--)
- OFFDRB (-R--)
- AMSURD (CR-D)
- RAGBCHBT (-R--) \* TEXAS GOVT SURCHARGE TO PRINT FOR 'I'nsurance

TYPE CUSTOMERS

@Constants:

'RECORD DELETED' is the message text for a value passed to AM1050V1 Add Maintenance Log Record program.

@Improvement Opportunities:

1.) If this program remained resident in the job's program stack, the overhead in opening all of the files could be reduced by making the file opens user-controlled to only occur if they are closed.

2.) Convert this OPM RPG/400 program to an ILE RPG module and have this data surcharge automatic generation logic executed as the transaction data set's record format's fields are being interfaced with the rental system database on the distributed rental application system host platform.

### Process

Hierarchical numeric ID: 1.1.1.1.3.25

Coded name: AMRVTSQ

Name: PGM Assign Next Vendor Transaction ID (AMRVTSQ)

Comment: @Definition: This is the ARMS Assign Next Vendor Transaction ID OPM RPG callable program.

@Purpose: To construct the next unique Vendor Transaction Identifier value for use in creating a new ARMS Rental Transaction Cross-reference File record.

@Operational Method:

Attempt to retrieve the LAST USED VENDOR TRANSACTION ID from the data area AMSEQCTL and lock it for update.

IF there was an error accessing this data area, load VENDOR TRANSACTION ID with 'ERROR' and return to the calling program.

IF there was no error in accessing and locking this data area, then increment its IDENTIFICATION NUMBER value by 1 and concatenate this 9 digit integer to the passed input 1 character MACHINE ID value and load the first 10 of 20 characters of a candidate VENDOR TRANSACTION ID.

Then, for every IDENTIFICATION NUMBER that is non-zero, ensure that an ARMS Rental Cross-Reference File record does not exist for the this derived Vendor Transaction ID by execution of the ARMS Cross-Reference Inquiry (AM2010V1) program in a loop until a return code of 'E' (No Cross-Reference Found) is sent, continuing to increment by 1 the numeric portion of this candidate VENDOR TRANSACTION ID.

## ARMS Process Report

Update the data area with the last derived Vendor Transaction ID value when the RETURN CODE of 'E' was returned to this calling program along with the Last Changed Date, Time and Program ID.

Return the new Vendor Transaction ID to the calling program.

### @Notes:

This program is executed by following ARMS never-ending programs (NEPs):

ARMS Database update and routing (AM0046V1)  
ARMS Dispatch Outbound Transactions (AM0060V1)  
ARMS Outbound transaction editor (AM0062V1) (For non-ARMS Rental Management Trading Partners' Electronic Invoicing.)

It is executed with the following parameters:

Input	1 character	MACHINE ID
Input	10 character	PROGRAM ID
Output	10 character	VENDOR TRANSACTION ID (to be used for cross-reference file record creation)

### @Embedded Data/Constants:

'ERROR'  
'E'  
'AM2010V1'

### @Improvement Opportunities:

Convert this OPM RPG/400 program to an ILE RPG service program.

## Process

Hierarchical numeric ID: 1.1.1.1.3.26

Coded name: AM1099

Name: PGM Retrieve Next Transmission Control Id Number (AM1099)

Comment: @Purpose: To retrieve, generate and return the next ARMS internal Transmission Control ID number for use in transmissions from the distributed machine to the centralized host or to another distributed machine as in a transfer. This number is unique on its originating machine but is not unique across the whole ARMS.

### @Operational Method:

The program is called passing two parameter fields, the first input and the second is output:

Input	CALLING PROGRAM ID
Output	TRANSMISSION CONTROL ID

Attempt to retrieve the next internal TRANSMISSION CONTROL ID value from the ARMS Next Outbound/Transfer Internal Transmission Control Sequence Number (AMRNAKSQ) file's single record and lock it for update.

If there is a database error, then load the output parameter for TRANSMISSION CONTROL ID NUMBER with the current timestamp's day of month, hour, minute and second (in the format: 0ddmmhhss, with a zero in the first leading position, followed by the 2-digit dd = day of month, followed by 6-digit current 24-hour time to the whole second.).

## ARMS Process Report

If the record does not exist, then load the output parameter for TRANSMISSION CONTROL ID NUMBER with the numeric value of 1, increment that number by 1 and write a single AMRNAKSQ file record.

If the record does exist, then check if the retrieved NEXT TRANS SEQUENCE is zero, then load the output parameter for TRANSMISSION CONTROL ID NUMBER with the numeric value of 1. Else, load the output parameter for TRANSMISSION CONTROL ID NUMBER with the current NEXT TRANS SEQUENCE field value. Increment that NEXT TRANS SEQUENCE number field value by 1. If the updated NEXT TRANS SEQUENCE number field value is now zero, then set that value to 1. Update the single AMRNAKSQ file record.

Return the INTERNAL TRANSMISSION CONTROL ID TO BE USED to the calling program.

@Files: (CRUD)

- AMRNAKSQ (CRU-)

@Notes: When a transmission is to be sent to the trading partner, it is placed in the packaging file, AMPACK from where the packaging program, AM0120 picks it up and retrieves the next external transmission control id from a data area to assign it to this transmission. This external transmission control id exists only on the centralized host as opposed to the internal id that exists on all computer platforms and is unique only by machine.

@Improvement Opportunities:

- The file should be changed to a data area since there will always be only one record in the file, similar to AMSEQCTL (and use the empty file as a layout only for external data structure purposes). This may require an exclusive lock allocation (via an API or ILE RPG pointers) to wait less than 5 seconds, then reattempt until successful locking for input and writing the updated data storage, then issuing a deallocate/unlock. Also, this program should be duplicated to an RPG-ILE service program once some of the calling programs are converted to RPG-ILE programs. Additionally, CCARMSV1 no longer calls this program, therefore remove this dependent code. Lastly, this program is missing any program exception handling, like a \*PSSR subroutine calling AMPSSR. However, it may not be needed.

- 'CCARMSV1' used to check if is the value of the CALLING PROGRAM ID input parameter, then SETON \*INLR since this program is being called by an interactive program. (CCARMSV1 no longer calls this program, this processing requirement was moved to CC00INV1, therefore remove this code.)

### Process

Hierarchical numeric ID: 1.1.1.1.3.27

Coded name: AM1050V1

Name: PGM Create Sensitive Fields Change Log (AM1050V1)

Comment: @Purpose: To generate an ARMS Rental Transaction Database Files' Changes and Deletes (Maintenance) audit log file record with the passed input Vendor Transaction ID, File Prefix Code, Field Name suffix, the previous "before-change", its current "after-change" and the Functional Group Type values for ARMS database files' field value changes. This is used for auditing or troubleshooting purposes.

@Operational Method:

This program will accept a parameter list composed of most of the data fields in the AMMNTLOG record, excluding the Record Added Date and Time audit fields.

## ARMS Process Report

(There are no record change stamp fields since this is a history of database changes or deletes log file.) The parameters (all input) are:

20 character	Vendor Transaction ID
2 character	File Code-File prefix
4 character	Field Code-Field suffix
50 character	Data - New value
50 character	Data - Previous value
2 character	Group Type Code
10 character	Calling Program ID
5 character	Employee ID

This program will accept input parameters provided and add a record to ARMS Rental Transaction Database Files' Changes and Deletes (Maintenance) audit log (AMMNTLOG) file. The record add stamp fields are loaded along with the passed input parameters values.

### @Files:

AMMNTLOG (C---) Keyed by Vendor Transaction ID

### @Improvement Opportunities:

- If any ARMS Database file fields increase in length beyond 50 characters, then the previous and current data value fields in AMMNTLOG and this parameter list (along with the programs that execute this program) will need to match this increase and the existing data will need to be converted to the changed format files. Likewise, if any of the ARMS Database file field names increase beyond 6 characters or the first 2 characters no longer denote file prefix, then these parameters, programs using this program and the AMFLTBL and AMFLDTBL fields will need to be changed also.

### Process

Hierarchical numeric ID: 1.1.1.1.3.28

Coded name: AM1080V1

Name: PGM Generate Transaction Credits (AM1080V1)

Comment: @Purpose: To generate transaction credit log records and to accumulate the TOTAL CUMULATIVE REVENUE and TOTAL CUMULATIVE TRANSACTION COUNT for a trading partner.

### @Operational Method:

1) Attempt to retrieve the associated Transaction Cross-Reference file, AMXREF, record by the passed Vendor Transaction ID to retrieve its Company Profile ID, Customer Transaction ID, Rental Location ID and Ticket ID. If unsuccessful retrieval, execute AM0097V1 program with passed Error Code equal to '98' and return to calling program.

2) Determine if an associated Transaction Volume Discount Profile (ARMSPR7) exists for this trading partner. If the associated profile record does not exist, then return to calling program.

3) If the last 6 characters of Location ID is blank, then the first 4 characters contain an ECARS Group/Branch ID. Therefore, use the Company Profile ID to attempt to retrieve the associated ARMSPR5 ARMS Company Profile ECARS Rental System Variables file record. Else, use the Company Profile ID to attempt to retrieve the associated ARMSPR6 ARMS Company Profile Claims Connection Rental System Variables file record. If an associated Company Profile file record was not

## ARMS Process Report

retrieved, execute AM0097V1 program with passed Error Code equal to '67' and return to caller program.

4) If the passed Processing Code is 'P'ayment Advice, then perform detail calculations to compute the total amount billed to the trading partner.

5) If the passed Processing Code is 'P' or 'R', then perform detail calculations to compute the TRANSACTION CREDIT AMOUNT.

6.) Increment the retrieved ARMSPR5 or ARMSPR6 file record's PAYMENT ADVICE ACCUMULATED PAYMENT TOTAL COUNT (this is essentially the cumulative transaction count) and ACCUMULATED PAYMENT TOTAL AMOUNT (this is essentially the cumulative revenue).

8) Write record to AMTRNCR (Month-to-Date transaction credit file) after loading the following fields, including current date/time stamp fields:

- Populate the INSURANCE TOTAL RATE/DAY with the BILLED DAILY TOTAL AMOUNT (calculated above).

- Load the TRANSACTION CREDIT AMOUNT from the retrieved ARMSPR7 file record's DISCOUNT AMOUNT A field.

- IF the passed Processing Code is 'P', then load the TOTAL TICKET AMOUNT and the AMOUNT BILLED CUSTOMER from their associated fields from the retrieved AMIEBT file record's fields' values. ELSE (Processing Code = 'R' - Closing RN), clear the fields to zeros.

- IF the passed Processing Code is 'P', then load the INSURANCE TOTAL RATE/DAY field with the previously computed INSURANCE MINIMUM TOTAL AMOUNT value. ELSE (Processing Code = 'R' - Closing RN), clear the field to zeros.

- If the retrieved ARMSPR7 file record's DISCOUNT AMOUNT B field value is not zero, then do the following to calculate the ESTIMATED UTILIZATION FEE: If the retrieved ARMSPR7 record's DISCOUNT FREQUENCY B value is 'P' (Percent), then multiply the DISCOUNT AMOUNT B by the decimal ratio of the DISCOUNT FREQUENCY B field value. If the DISCOUNT FREQUENCY B value is 'L' (Lump) then use this value.

- Load the BILLED DATE from the retrieved AMIEBD record's ADD DATE.

- Load the following date subfields with the current system date: APPROVAL CENTURY/YEAR, APPROVAL MONTH, APPROVAL DAY.

@Complex Calculations:

BILLED DAILY TOTAL AMOUNT calculation:

1.) Attempt to retrieve the associated AMAUTD Authorization Detail file record for this Vendor Transaction ID to obtain the AUTHORIZED DAILY RATE, NUMBER OF DAYS AUTHORIZED, MAXIMUM DAILY RATE COVERED, POLICY MAXIMUM COVERED, BILL-TO PERCENT. If unsuccessful retrieval, execute AM0097V1 program with passed Error Code equal to '68' and return to caller program.

2.) If the NUMBER OF DAYS AUTHORIZED is greater than zero, then retrieve each associated AMIEBD Invoice Detail file record that has an ITEM CODE equal to 05 (Daily Rate Detail).

a.) For each record daily charge invoice detail record read,

i.) Save the least of ITEM RATE (Rental Rate Charged), AUTHORIZED DAILY RATE, MAXIMUM DAILY RATE COVERED as the RATE AMT. ii.) Save the lesser of ITEM QUANTITY (Days Charged) or NUMBER OF DAYS AUTHORIZED as the DAYS QUANTITY.



## ARMS Process Report

iii.) If saved DAYS QUANTITY is greater than zero, then calculate  
BILLED AMOUNT = RATE AMT \* DAYS QUANTITY.

Subtract DAYS QUANTITY from NUMBER OF DAYS AUTHORIZED.  
Accumulate BILLED DAILY TOTAL AMOUNT by BILLED AMOUNT.

c.) Multiply BILLED DAILY TOTAL AMOUNT by AUTHORIZED BILL-TO PERCENT  
(AMAUTD) to give a new BILLED DAILY TOTAL AMOUNT value.

d.) If the POLICY MAXIMUM COVERED amount is not zero, compare it the  
BILLED DAILY TOTAL AMOUNT. Add the lesser value to the appropriate retrieved ARMSPR5  
/ ARMSPR6 file record's ACCUMULATED PAYMENT TOTAL AMOUNT value giving a new  
ACCUMULATED PAYMENT TOTAL AMOUNT field value.

### TRANSACTION CREDIT AMOUNT calculation.

1.) Retrieve (without update) the other rental system's Company Profile  
File (ARMSPR5 or ARMSPR6) for this Profile ID. Add together the new ACCUMULATED  
PAYMENT TOTAL COUNT fields from the two files (ARMSPR5 and ARMSPR6) with the  
increment of 1 for this transaction, giving a TOTAL ACCUM. COUNT (If not found,  
then set Error Code equal to '67').

2.) Use the current Company Profile ID and TOTAL ACCUM. COUNT result  
from (1) to SETLL on ARMSPR7 and retrieve the next record to get the amount of the  
transaction credit.

3.) If ECARS invoice, then retrieve the Group/Branch's associated Region  
Code from the OFFDRB Office Directory Branch File associated Group/Branch record.  
Else, it is a Claims Connection invoice, then leave region blank and use '7680' as  
Group/Branch ID.

4.) Retrieve the associated AMIEBT Invoice Total File record to get the  
Rental Ticket Total Amount and the Amount Billed to the Direct Bill Customer (error  
code 68 if not found) .

### @Notes:

This program is only executed as a called program from the AM0046V1  
never-ending batch program in the ARMS subsystem only on the ARMS application  
centralized host computer system platform whenever it processes the first closing  
'RN' Rental Notification transaction data set for a non-zero Bill-To Percent  
authorized rental whose profile indicates auto-generation of a (PM) (currently as  
GEICO using ARMS/400), or, whenever it processes a 'PM' Payment Advice transaction  
data set.

Executed with the following passed input parameters:

9/0	packed numeric	Transmission Control ID Number
5/0	packed numeric	Transmission Group Control ID Number
20	character	Vendor Transaction ID
1	character	Functional Group Transaction Type Processing

Code ('P'-PM or 'R'-Closing RN).

@Files: (CRUD)

ARMSPR7	(-R--)
AMAUTD	(-R--)
AMIEBD	(-R--)

## ARMS Process Report

AMIEBT (-R--)  
OFFDRB (-R--)  
ARMSPR5 (-RU-)  
ARMSPR6 (-RU-)  
AMTRNCR (C---)

### @Embedded Data/Constants:

'7680' is loaded as default non-ECARS location in the Group/Branch ID data structure field to load the Group ID and Branch ID fields in the written AMTRNCR file record.

PGMNAM and PPRPGM are both set to 'AM1080V1 '. (Suggest using the Program Data Structure subfield for Program ID in future.)

### @Improvement Opportunities:

1.) Convert this OPM RPG program to an ILE RPG module that is part of the current AM0046V1 program.

2.) Since this program is attempting to do the same calculations that was done at Close a Rental Contract calculation time, I suggest that the computation of the Daily Rental Direct Billing Sub-Total Amount on each rental contract be stored in a new Rental Authorization Detail file's associated Sub-Total Amount for Daily Rental, along with Approved Surcharges Charged Sub-Total Amount and Taxes Charged Sub-Total Amount. Then, if the centralized ARMS database needs to retain this information for transaction credit purposes, a new internal format, IEBT02, can be loaded during "Generate Electronic Billing Invoice" in the transaction set and can be utilized and stripped off from the outbound transaction set that is sent to the trading partner. However, it would be simple if these new fields were interrogated from a centralized archive repository of closed rental contracts for the ARMS Transaction Credit Reports run monthly that primarily use the AMTRNCR file.

3.) Replace the execution of the ARMS Handle Internal Error ('AM0097V1') program with the execution of the newer ARMS Handle Internal/External Error ('AM0098') program.

4.) Delete the constant 'AM1080V1' and replace its usage with the Program Status Data Structure data element for PROGRAM ID.

5.) Convert program from OPM RPG to ILE RPG.

6.) Replace the use of the AM2010V1 program with the AM1010V1 program called for "Inquiry".

### Process

Hierarchical numeric ID: 1.1.1.1.3.29

Coded name: AM1010V1

Name: PGM Inquire/Update Cross - Reference (AM1010V1)

Comment: @Purpose: To retrieve for inquiry or update an existing associated ARMS Rental Transaction Cross-Reference File record when passed with the appropriate parameters.

### @Operational Method:

- The following four input combinations can be passed to this program:  
ARMS VENDOR TRANSACTION ID;  
ARMS TRADING PARTNER COMP.PROFILE ID and CUSTOMER TRANSACTION ID;

## ARMS Process Report

RENTAL LOCATION and the RENTAL CONTRACT/TICKET ID; or  
RENTAL LOCATION and the RENTAL BRANCH RESERVATION ID.

Likewise, records may be updated or added to the ARMS Rental Cross-Reference File by executing this program in "Maintenance" mode. Only inquiry is allowed if executed in "Inquiry" mode.

1.) The RENTAL LOCATION is always required and either a non-blank TICKET ID or RESERVATION ID must be passed.

IF RENTAL LOCATION, TICKET ID and RESERVATION ID are blanks, then load the RETURN CODE with 'E' (Error).

2.) IF Rental Location and Reservation ID are passed with the program call, use AMXREFL2 to retrieve the requested ARMS Cross-Reference File record.

a.) IF Ticket number is also passed with the program call, retrieve the record using AMXREFL2. Then validate the Ticket number passed with the program call against the Ticket data field XATKNO.

b.) IF passed TICKET ID and retrieved TICKET ID are different, then load the RETURN CODE with 'T' (Ticket ID Mismatch) and return to the calling program.

c.) IF the passed TICKET ID is same as the TICKET ID found for the reservation in the ARMS Cross-Reference File, then update all fields in the parameter list from AMXREFL2, set the RETURN CODE to blanks (blanks indicate successful) and return to the calling program.

3.) IF non-blank RENTAL LOCATION and TICKET ID are passed with the program, use AMXREFL1 to retrieve the data.

IF no record found for RENTAL LOCATION and TICKET ID, then load the RETURN CODE with 'E' (Error).

4.) IF an ARMS COMPANY PROFILE ID is passed with the program call and a record is retrieved, compare this value with XACUID in AMXREFLn.

IF they are different, change the RETURN CODE to 'P' for 'Profile Error' and return to calling program.

5.) IF non-blank ARMS COMPANY PROFILE ID and CUSTOMER TRANSACTION ID are passed, retrieve record from AMXREFL3.

a.) IF TICKET ID / RESERVATION ID is passed, compare these with values retrieved from AMXREFL3.

IF they do not agree, change return code to 'T' / 'R'.

b.) IF RENTAL LOCATION is passed, compare this value with value retrieved from AMXREFL3.

IF they do not match, change return code to 'L'.

6.) IF an ARMS VENDOR TRANSACTION ID is passed, retrieve record from AMXREF.

a.) IF an ARMS COMPANY PROFILE ID is passed with the program call and a record is retrieved, compare this value with the associated field in the retrieved ARMS Cross-Reference File.

## ARMS Process Report

IF they are different, change the return code to 'P' for 'Profile Error' and return to calling program.

b.) IF RENTAL LOCATION is passed, compare this value with the AMXREF value. IF they are different, change return code to 'L'.

c.) IF TICKET ID or RESERVATION ID is passed, compare these values with values retrieved from AMXREF.

IF they do not agree, change RETURN CODE to 'T' / 'R'.

7.) IF a record is retrieved from AMXREF or any of these logical files based upon the file use hierarchy, and additional data fields are passed, and more than one data mismatch occurs, change the return code to 'M' for multiple errors.

### Hierarchy for record retrieval:

1.) IF ARMS VENDOR TRANSACTION ID is passed, and any other data fields, retrieve from AMXREF.

2.) IF ARMS COMPANY PROFILE ID and CUSTOMER TRANSACTION ID are passed, and any other data fields (except VENDOR TRANSACTION ID), retrieve from AMXREFL3.

3.) IF RENTAL LOCATION and RESERVATION ID are passed, retrieve from AMXREFL2.

4.) IF RENTAL LOCATION and TICKET ID are passed, retrieve from AMXREFL1.

### RECORD MAINTENANCE FUNCTIONS:

1.) ACTION CODE passed is 'M' for maintenance. It is required to pass the VENDOR TRANSACTION ID for all maintenance transactions. Additional fields are optional, but only the physical file AMXREF is used for maintenance. ADD/CHANGE PROGRAM ID should also be sent.

2.) IF any existing AMXREF record is being maintained, the data fields are updated with the passed values along with record change stamp fields.

3.) IF new AMXREF record is being written, the data fields are updated with the passed values along with record add stamp fields.

4.) IF an AMXREF record is retrieved, compare the contents of each data field in the record with parameter containing that field.

IF they are different, create a maintenance log for the change. This is done only if parameter value is not blanks. Any non-blank value contained in the parameter list is logged and mapped to the AMXREF. AM1050V1 is called to create AMMNTLOG record.

### RETURN CODE possible values:

blank: Successful retrieval / edit  
L: Location passed is blank / invalid  
#: Ticket/Reservation passed is blank  
T: Ticket passed, unmatched on AMXREF record  
P: Profile passed, unmatched on AMXREF record  
E: No AMXREF record found  
M: Multiple errors

## ARMS Process Report

ACTION CODE possible values:

I: Inquiry  
M: Maintenance

- IF the passed CALLING PROGRAM ID is NOT 'AM0046V1', then execute call to the ARMS Program Exception Handler 'AMPSSR' program, passing the CALLING PROGRAM ID and the Transaction's 96-character key value that is comprised of the passed TRANSMISSION CONTROL ID#, GROUP CONTROL ID#, GROUP TYPE CODE, CUSTOMER TRANSACTION ID and VENDOR TRANSACTION ID, padded with blanks.

@Notes:

This program is only executed by other ARMS never-ending programs that are processing a ARMS transaction request to inquire or update the ARMS Cross-Reference File.as being in error or not doable and rejected it from further processing. This program is currently called with parameters by the following programs:

ARMS Database Update and Routing program (AM0046V1)  
ARMS Dispatch Rental Systems Request program (AM0060V1)  
ARMS Distributed Edit and Dispatch Inbound Transactions program  
(AM0061V1)  
ARMS Distributed Edit of Generated Transaction Sets program (AM0062V1)

The parameters are internally defined in this program and programs executing this program are the following parameter fields:

Output	1 character	RETURN CODE
Input/Output	20 character	VENDOR TRANSACTION ID
Input/Output	5 character	TRADING PARTNER CO. PROFILE ID
Input/Output	20 character	CUSTOMER TRANSACTION ID
Input/Output	10 character	RENTAL LOCATION
Input/Output	6 character	RESERVATION ID
Input/Output	6 character	TICKET ID
Output	1 character	STATUS CODE
Output	8/0 numeric	STATUS CODE LAST CHANGED DATE
Output	6/0 numeric	STATUS CODE LAST CHANGED TIME
Output	10 character	STATUS CODE LAST CHANGED PGM ID
Output	1 character	MACHINE ID
Output	10 character	BRANCH CLAIMS OFFICE CODE
Output	1 character	RENTAL SYSTEM SOURCE ID
Output	8/0 numeric	RECORD ADD DATE
Output	6/0 numeric	RECORD ADD TIME
Output	10 character	RECORD ADD PROGRAM ID
Output	8/0 numeric	RECORD CHANGE DATE
Output	6/0 numeric	RECORD CHANGE TIME
Output	10 character	RECORD CHANGE PROGRAM ID
Input	2 character	GROUP TYPE CODE
Input	1 character	ACTION CODE

@Files: (CRUD)

- AMXREF (CRU-) AMXREFL1, L2, L3

@Embedded Data: (Constants)

'AM1010V1 ' is used as the program's name.

## ARMS Process Report

The following values are named constants used for sending the ARMS Cross-Reference File (AMXREF) record's field name suffix for the passing of any field value modified as a FIELD CHANGED parameter field value in the call to the ARMS Transaction Database Maintenance Logging (AM1050V1) program.

'CUID'  
'CUTI'  
'RNLC'  
'RENO'  
'TKNO'  
'STCD'  
'STD'T'  
'STTM'  
'STPG'  
'MCID'  
'SOID'  
'TEID'  
'ADDT'  
'ADTM'  
'ADPG'  
'CGDT'  
'CGTM'  
'CGPG'

Also, there is a compile-time array to store the values for the formatted OS/400 commands:

```
CLOF  OPNID(AMXREF  )  
OPNDBF FILE(AMXREF  ) OPTION(*ALL)
```

@Improvement Opportunities:

Converting this OPM RPG program to ILE RPG service program. It might negate the need for the OS/400 command execution OPNDBF and CLOF of the AMXREF file.

Replace the 'AM1010V1 ' constant with the PROGRAM ID field of the Program Status Data Structure.

Replace the internally defined parameter fields in this program and all programs executing this program with a database file with no record to be used as an externally defined data structure so that only one definition of the parameter's data elements exist, along with comments on their purpose and possible values.

This program can replace the call to the ARMS Cross-Reference File Inquiry (AM2010V1) program in many other programs if it is called in "Inquiry" mode.

### Process

Hierarchical numeric ID: 1.1.1.1.3.30

Coded name: RTVMCHA

Name: PGM Retrieve Machine Emulation Attributes (RTVMCHA)

Comment: @Purpose: To retrieve the emulated system (machine) platform attributes important for Enterprise programs that have been standardized for a machine.

This program is executed when executing the user-written command of the same name, "RTVMCHA" (Retrieve Emulated Machine Attributes).

@Operational Method:

To avoid adversely impacting performance, all of these steps are executed only the first time a job executes the RTVMCHA program. Subsequent execution in

## ARMS Process Report

production will bypass the program initialization steps, only returning previously loaded values.

Upon program initialization, do the following:

- executes the program to retrieve the system (machine) name (RTVSYs)
- opens GACTL and MACHID files
- retrieves the system name's records from both GACTL and MACHID
- moves data from both GACTL and MACHID into its parameter list
- closes GACTL and MACHID files
- execute the /Q Check DEV's machine without emulation program (ERTVDEV)

to determine IF actually on "DEV". IF true, return the previously derived values to the calling program and end program and return to caller.

After program initialization has been performed and this inactive program was re-executed by the same job's calling program, only do the remaining processing step, return the previously derived values to the calling program.

@Files (CRUD)

MACHIDENPF (-R--) Machine Information File, via keyed access path  
MACHID#1 by key element MACHINE ID (8 character)  
GACTL (-R--) Global Attributes file, by key element MACHINE ID (8 character)

@Notes:

This program is a Internal Systems Support Group utility tool software callable program, executed with a single parameter defined in an external data structure in its physical file (\$#EMACH). All its output parameter subfield data elements, their attributes and a description can be found in source text member ELLIB/QDOCSRC/RTVEMCHA.

This program is especially important for each of our software applications needs the flexibility to accommodate the multi-national differences we will encounter in day-to-day business dealings since E-R-A-C in now operating outside the North American continent. For example, what we consider a standard method of displaying the date (MM/DD/YY) is not the standard in the United Kingdom; they expect to see it displayed as DD/MM/YY.

To facilitate expansion of business operations into the United Kingdom, and eventually into other European countries, a Global Attributes file (GACTL) was created to contain information that varies from country to country. By using the system name obtained through RTVSYs, a program can access the GACTL file and use that information to tailor display screens and reports to its needs. For example, the GACTL file contains a field to tell programs to display the date as MM/DD/YY or DD/MM/YY.

### Process

Hierarchical numeric ID: 1.1.1.1.3.31

Coded name: AM1085V1

Name: PGM Generate Underage Driver Surcharge (AM1085V1)

Comment: @Purpose: To delete any preexisting and write any needed ARMS Pre-Approved Authorized Surcharge Detail file (AMSURD) records with the CHARGE TYPE CODE = '20' (Underage Driver Surcharge) and the CHARGE ORIGIN CODE = 'U' (Underaged Driver Surcharge Generation program).

@Operational Method:

## ARMS Process Report

1. Call the Retrieve ARMS Cross-Reference File Record (AM2010V1) program using the passed VENDOR TRANSACTION ID field value and its required parameters to retrieve the associated ARMS Profile ID value.

2. IF the returned SOURCE ID = 'B' (Branch Reservations), then call the Retrieve ARMS ECARS-Specific Profile File Record (AM2020V1) program to retrieve from the associated ARMS ECARS-Specific Profile File (ARMSPR5) record its flag field value for automatically generating underage driver approved surcharge authorizations (INSURANCE WILL PAY UNDERAGE='Y').

ELSE (SOURCE ID = 'C' - Claims Connection), call the Retrieve ARMS ECARS-Specific Profile File Record (AM2030V1) program to retrieve the same information from the associated ARMS-Claims Connection Specific Profile file (ARMSPR6) record.

3. IF this retrieved profile's flag field value is 'Y' (Yes), then do the following:

a. Using the passed VENDOR TRANSACTION ID, retrieve the associated Authorization Detail file (AMAUTD) record. IF successful, derive (compute) the DRIVER'S AGE by subtracting the DATE OF BIRTH from the RENTAL START DATE.

b. Call the Retrieve Rental Location's State Code Inquiry (AM2053V1) program, passing the called Retrieve ARMS Cross-Reference File Record (AM2010V1) program's returned parameter value for RENTAL LOCATION ID to retrieve the RENTAL LOCATION'S STATE CODE value.

c. Using the retrieved PROFILE ID value and RENTAL LOCATION'S STATE CODE value, retrieve the associated ARMS Profile Control Fields by State Code file (ARMSPR8) record.

IF unsuccessful, reattempt using the value '\*\*' in place of the RENTAL LOCATION'S STATE CODE value. If still unsuccessful, execute return processing below.

d. IF the derived DRIVER'S AGE is greater than or equal to the the retrieved ARMS Profile Control Fields by State Code file (ARMSPR8) record's UNDERAGE THRESHOLD AGE value, then use the passed VENDOR TRANSACTION ID value and SURCHARGE TYPE CODE = '20' (Underage Driver) to retrieve and delete any associated AMSURD file record. For each record deleted, the program will write a record to the ARMS Maintenance Log file by the calling of Generate ARMS Maintenance Log Records (AM1050V1) program with loaded parameter values.

e. IF the derived DRIVER'S AGE is less than the the retrieved ARMS Profile Control Fields by State Code file (ARMSPR8) record's UNDERAGE THRESHOLD AGE value and the INSURANCE WILL PAY UNDERAGE is equal to 'Y', then write an associated ARMS Surcharge Detail file (AMSURD) record, using the passed VENDOR TRANSACTION ID value, SURCHARGE TYPE CODE = '20' (Underage Driver Surcharge Authorization Type Code), the retrieved ARMS Profile Control Fields by State Code file (ARMSPR8) record's UNDERAGE CHARGE AMOUNT value with a CHARGE FREQUENCY set to 'D' (Daily Charge) and the CHARGE ORIGIN CODE = 'U' (Underaged Driver Surcharge Generation program).

@Notes:

ARMSPR8 is currently empty.

This program is called from the AM0046V1 ARMS update never-ending program executing in a batch mode on the centralized ARMS application host computer system platform when processing a transaction data set for the following conditions: an Authorization (AT) group type for an add, change, or transfer that contain a AUTD01



## ARMS Process Report

record format; an opening Rental Notification (RN) group type; or, an Request for Authorization (RA) Change group type where the Date of Birth or the Rental Location value has been changed from a previous value. This called program is completed and removed from the job's program stack completely when \*INLR is SETON and RETURN is executed.

IMPORTANT: ARMS Profile Control Fields by State Code File (ARMSPR8) is currently empty in the production environment. Therefore, this program is called, loaded and initialized, then explicitly is ends, removed from the program stack and control is returned to the calling program.

@Files: (CRUD)

- AMAUTD (-R--) ARMS Authorization Detail File
- ARMSPR8 (-R--) ARMS Profile Control Fields by State Code File
- AMSURD (CR-D) ARMS Approved Surcharge Detail File

### Process

Hierarchical numeric ID: 1.1.1.1.3.32

Coded name: AM0052

Name: PGM Determine Nearest Location by Phone Number (U.S. Only) (AM0052)

Comment: @Purpose: To determine the closest United States rental branch to a specified telephone number's area code and exchange using the Horizontal and Vertical Wire Coordinates locator database.

@Operational Method:

At the start, file VERHOR gives the vertical and horizontal coordinates of a specified area code and exchange number.

These coordinates are given in "units". There is 316 units per mile.

This program scans a 30 mile area around the VERHOR coordinates.

This is accomplished by calculating 4 new coordinates.

2 Horizontal and 2 Vertical.

The specified area code and exchange generates coordinates X2 and Y2 from the VERHOR file.

To "draw" the 30 mile box we subtract 9,480 units (30 miles) from X2 and Y2 to get X1 and Y1.

We then add 9,480 units to X2 and Y2 to get X3 and Y3.

Using the X1 and Y1 coordinate, attempt to retrieve the closest next record in the Daily Rental Offices (DROFF) file. This file contains the name, address...etc. of all daily vehicle rental office locations. Along with this information, the vertical and horizontal coordinates of each office are found in this file. By comparing these coordinates to the "box" coordinates we decide whether or not this office falls within the specified 30 mile area as read in as an input variable from the Search Input Parameters for Locator System (RANGE) data area.

The number of miles from the originally specified area code/exchange to each rental office is arrived at by calculating the square root of the combined horizontal and vertical coordinates of each rental office.

VWIRE = the vertical coordinate of the rental office.

HWIRE = the horizontal coordinate of the rental office

DVWIRE = the vertical coordinate of the original Area Code/Exchange

DHWIRE = the horizontal coordinate of the original Area Code/Exchange

## ARMS Process Report

When a location is found that is within boundaries, check the "Prevent ARMS Reservations" flag. IF this flag is 'N', include the location. If this flag is 'Y' and there is no "Forward To Location" (DROAGB) field value, skip this location. IF this flag is 'Y' and there is a forwarding location, save the first forwarding location. IF no other Enterprise location is found, use the saved forwarding location.

All office information is stored in array "AC", which is sorted in ascending sequence according to mileage. The closest Enterprise office is used if one exists.

### @Notes:

This program is currently executed only by the ARMS Detail Set Edits and Assign Location (AM0040V1) OPM RPG program called with the following parameters:

Input	3 character	AREA CODE	(comprised of non-leading zero integers only)
Input	3 character	EXCHANGE	(comprised of non-leading zero integers only)
Input	1 character	COMMISSION CODE	
Output	10 character	RENTAL LOCATION CODE	
Output	1 character	MACHINE ID	
Output	1 character	SOURCE ID	

### @Files: (CRUD)

OFFDRGRPPF (-R--) OFFDG#2  
VERHOR (-R--)  
DROFF (-R--) DROFLF1, DROFFL2

### @Embedded Data/Constants:

30 miles is the maximum radius/distance for closest Enterprise rental branch to pickup a renter.

### @Improvement Opportunities:

Change the calling program to execute the AM0053 program instead for all trading partners but specifically profiled ARMS Trading Partner Company.

## Process

Hierarchical numeric ID: 1.1.1.1.3.33

Coded name: AM0053

Name: PGM Determine Nearest Location by Longitude / Latitude using Phone Number or Postal Code (Canadian Only) (AM0053))

Comment: @Purpose: To locate offices in a specific area based on the telephone number provided and return the results and distance from point of inquiry to the requesting program. The request can be made for any Canadian Enterprise offices.

### @Operational Method:

-This program has four main logic sections that:

1) Draws a variable size box around a centerpoint of a phone number.

Program is passed phone number and a 30 mile box is drawn around this number. Program calls AT\_002 and passes the

## ARMS Process Report

phone# and size in the parm. AT\_002 chains to the phone# file, gets the basepoint coordinates, and sends back via the parms the basepoint coordinates for that phone#, and the upper right and lower left longitude/latitude coordinates of the box, and a return code to indicate any errors. AT\_002 adjusts and corrects the box size for the curvature of the earth and is accurate to within 400 ft on Ave.

2) Retrieves all the records from the branch office file that fall within the box.

3) Calculates the distance (in miles), from the phone number centerpoint, of all the records retrieved.

The program calls 'AT 001' program and passes a parameter that has the centerpoint (basepoint) and the longitude and latitude points of all records previously retrieved, and gets returned in the parameter the distances in miles for each set of points, and a PROGRAM RETURN CODE for errors. This is currently limited to 30 sets of points on each execution. IF more than 30 records are needed, a second(or third, fourth, etc.) execution can be made until all distances are calculated. This program scans a 30 mile area around the retrieved longitude and latitude coordinates and returns the .

4.) Find the rental location needed for this transaction. IF one does not exist, then send transaction to Claims Connection.

Make use of "Prevent ARMS Reservations" flag field (DROAMF) of the DROFF file. This field indicates whether unsolicited ARMS authorizations are to be sent to a group/branch. IF this field is 'Y', then send the authorization to the forwarding group/branch (if not blank) from the DROFF record. IF this flag is 'N', include the location. IF this flag is 'Y' and there is no "Forward To Location" field (DROAGB) value, skip this location. IF this flag is 'Y' and there is a forwarding location, save the first forwarding location. IF no other Enterprise location is found, use the saved forwarding location.

### @Notes:

This program is currently executed only by the ARMS Detail Set Edits and Assign Location (AM0040V1) OPM RPG program called with the following parameters:

Input	10 character	TELEPHONE NUMBER
Output	10 character	RENTAL LOCATION CODE
Output	1 character	MACHINE ID
Output	1 character	SOURCE ID

It executes the following programs:

AT\_002 - Draw box around a centerpoint.

AT\_001 - Calculate Distance between points.

\*\* Will notify the application department when problem occurs executing programs.

@Files: (CRUD)

OFFDRGRPPF (-R--) Office Directories Group Master file, accessed by the OFFFDG#2 access path key element, GROUP ID (2 character)  
DROFF (-R--) Daily Vehicle Rental Office Locations file, accessed by the DROFFL7 access path key element, LONGITUDE and LATITUDE (both 9/6 numeric)

@Embedded Data/Constants:

## ARMS Process Report

30 miles is the maximum radius/distance for closest Enterprise rental branch to pickup a renter.

'7680' is the default rental location for Claims Connection.

'C' is the default MACHINE ID host platform (System ID='CENTRAL') and SOURCE ID (Claims Connection) values.

'ARMS' is the constant TERMINAL ID value for input parameter to the execution of the 'AT\_001' program.

### @Improvement Opportunities:

Change the calling program (AM0040V1) to execute this program for all location once all rental locations have been loaded into the Longitude and Latitude Locator by Telephone Number database for all trading partners but specifically profiled ARMS Trading Partner Companies.

### Process

Hierarchical numeric ID: 1.1.1.1.3.34

Coded name: NUS017A

Name: PGM Determine Nearest Enterprise Location by Phone or Postal Code (NUS017A)

Comment: @Purpose: To locate 1 to 9 offices in a specific area based on the telephone number or postal code provided and return the results and distance from point of inquiry to the requesting program. The request can be made for any offices from the DROFF (NR : Daily Rental & Non-Enterprise Office Loc's) file, only Enterprise offices, or only Enterprise airport offices.

@Operational Method: The following parameters must be passed to the program with appropriate values set based on task at hand.

#### Input Parm:

Location Phone#  
Location Postal Code  
Open Only Flag  
Maximum Allowable Distance  
Airport Branches Only Flag  
Department ID  
Accepting Reservations Flag  
Retrn Forward-to Locatn Flag  
Requested Date/Time  
Time Zone Group/Branch ID  
Opening Time Allowance  
Closing Time Allowance  
Return Code  
Branches to Return 1-9

#### Output Parm:

Location ID Array - these are the locations that satisfy the input search criterion.

Mileage Array - these are the corresponding distances for the locations from the reference point.

#### @Notes:

1) A testing stub called LOCTRUT exists in library ELARMS to test the program.

2) In order to receive only Enterprise offices, the calling program must do the following overrides :

## ARMS Process Report

Overriden file	Override to file
Droffl2	Droffl3
Droffl7	Droffl9

In order to exclude Ford locations, the calling program must do the following overrides.

Overriden file	Override to file
Droffl2	Droffl4
Droffl7	Droffl10

@Files	(CRUD)
DROFF	(-R--)

### Process

Hierarchical numeric ID: 1.1.1.1.3.35

Coded name: AM2020V1

Name: PGM Retrieve ARMSPR5 Information (AM2020V1)

Comment: @Purpose: To access ARMSPR5 (ECARS Profile) and ARMSPR1 (Trading Partner General Profile) record and return the details to the calling program.

@Operational Method:

Executed with the following entry parameters and their usage:

Output 1 alpha	Program Return Code
Input 5 alpha	Trading Partner Profile ID
Output 10 alpha	ECARS Closing Calculations to Compute the
Direct Bill-To Total Due	
Output 11,2 numeric	Payment Total Amount
Output 1 alpha	Underaged Drivers Allowed (Y/N) indication
flag	
Output 1 alpha	Insurance pays underage driver indication
flag	
Output 1 alpha	Trading Partner has capability to recieve
Electronic Billing indication flag	

@Files: (CRUD)

ARMSPR1 (-R--)

ARMSPR5 (-R--)

@Improvement Opportunity:

This program and AM2030V1 could be combined into a single program, especially if the ARMS Trading Partner Profile database files are further normalized.

### Process

Hierarchical numeric ID: 1.1.1.1.3.36

Coded name: AM2030V1

Name: PGM Retrieve ARMSPR5 Information (AM2030V1)

## ARMS Process Report

Comment: @Purpose: To access ARMSPR6 (Claims Connection Profile) and ARMSPR1 (Trading Partner General Profile) record and return the details to the calling program.

### @Operational Method:

Executed with the following entry parameters and their usage:

Output	1 alpha	Program Return Code
Input	5 alpha	Trading Partner Profile ID
Output	10 alpha	Claims Connection Closing Calculations to
Compute the	Direct Bill-To Total Due	
Output	11,2 numeric	Payment Total Amount
Output	1 alpha	Underaged Drivers Allowed (Y/N) indication
flag		
Output	1 alpha	Insurance pays underage driver indication
flag		
Output	1 alpha	Trading Partner has capability to recieve
Electronic Billing	indication flag	

### @Files: (CRUD)

ARMSPR1 (-R--)  
ARMSPR6 (-R--)

### @Improvement Opportunity:

This program and AM2020V1 could be combined into a single program, especially if the ARMS Trading Partner Profile database files are further normalized.

## Process

Hierarchical numeric ID: 1.1.1.1.3.37

Coded name: RAS013A

Name: PGM Determine Nearest Enterprise Location by Phone or Postal Code (RAS013A)

Comment: @Purpose: To locate 1 to 9 offices in a specific area based on the telephone number or postal code provided and return the results and distance from point of inquiry to the requesting program. The request can be made for any offices from the DROFF (NR : Daily Rental & Non-Enterprise Office Loc's) file, only Enterprise offices, or only Enterprise airport offices.

@Operational Method: The following parameters must be passed to the program with appropriate values set based on task at hand.

### Input Params:

Location Phone#  
Location Postal Code  
Country Code  
Open Only Flag  
Maximum Allowable Distance  
Airport Branches Only Flag  
Department ID  
Accepting Reservations Flag  
Retrn Forward-to Locatn Flag  
Requested Date/Time  
Time Zone Group/Branch ID  
Opening Time Allowance

## ARMS Process Report

Closing Time Allowance  
Return Code  
Branches to Return 1-9

Output Params:

Location ID Array - these are the locations that satisfy the input search criterion.

Mileage Array - these are the corresponding distances for the locations from the reference point.

@Notes:

1) A testing stub called LOCTRUT exists in library ELARMS to test the program.

2) In order to receive only Enterprise offices, the calling program must do the following overrides :

Overriden file	Override to file
Droffl7	Droffl9

In order to exclude Ford locations, the calling program must do the following overrides.

Overriden file	Override to file
Droffl7	Droffl10

@Files	(CRUD)
DROFF	(-R--)

### Process

Hierarchical numeric ID: 1.1.1.1.3.38

Coded name: NUS018A

Name: PGM Verify Branch is Open (NUS018A)

Comment: @Purpose: To send a GPBR and have the open/closed status returned. The request time can be the current date and time or a time in the future. The program uses the three Nat Res policy files, NRALPA2, NRPCDG, and NRGBM. It also uses GPBRTZ and a time zone reference field must be sent.

@Operational Method: The following paramters can be passed to the program:

Requested Group/Branch ID  
Requested Date/Time  
Time Zone Group/Branch ID  
Opening Time Allowance  
Closing Time Allowance  
Within Opening Time Allowance  
Within Closing Time Allowance  
Open Flag  
Return Code

The Open Flag and Return Code are the only return fields.

The program checks the Nat Res Policy Files to determine if the requested branch is open or closed.

Closing Time Allowance is available but not currently used by ARMS.

## ARMS Process Report

@Files (CRUD)

NRALPA2 (-R-)  
NRPCDG (-R-)  
NRGBM (-R-)

### Process

Hierarchical numeric ID: 1.1.1.1.3.39  
Coded name: DQAM55V1  
Name: DTQ Input for Program AM0055V1 (DQAM55V1)  
Comment: @Definition: DQAM55V1 is a data queue used to provide input to PGM AM0055V1 which maintains the files used for ARMS Online Reporting, accessed via ARMS/400 (green screen or gui).

### Process

Hierarchical numeric ID: 1.1.1.1.3.40  
Coded name: AM0055V1  
Name: PGM Online Reporting File Write/Update Program (AM0055V1)  
Comment: @Purpose: To update and write records to the ARMS Group Type Summary File AM096P which keeps track of the number of times a group/type is transmitted for a customer profile and its vender transaction ID. Also to update and write records to the ARMS Online Reporting Detail file AM095P which keeps details on a rental keyed on customer profile and vender tran ID. To log transactions to ARMS Current days transaction for Sync program AM097P.

#### @Operational Method:

- Wait for entry(s) to exist in DTAQ (DQAM55V1).
- When a shutdown request is received (group type - SD), end program.
- When a non-shutdown request is received:
  - Create a record in AM096P01 to keep track of the number of transactions for a vendor tran id. If a record already exists add 1 to the total and update.

- Check to see if a record exists in any of the following files by keying on Vender Tran ID: AMAUTD, AMRPRD, AMRNTD, AMSURD, AMIEBT, AMADJD, AMXREF

- If a matching record is found move all of the appropriate data from AMXREF, AMAUTD, AMRPRD, AMADJD, AMRNTD, AMSURD, AMIEBT to the ARMS Online Reporting Detail File AM095P.

- If there is not an existing record in AM095P00 one will be created, otherwise the existing record will be updated. All previous data in an existing record will be replaced with all data found in the files.

- Check to see if a record exists in AM097P01. If record exists, skip record. If record is not found, write a record to the file.

@Files: (CRUD)

- AMXREF (-R--)
- AMADJD (-R--)
- AMAUTD (-R--)



## ARMS Process Report

- AMIEBT (-R--)  
- AMRNTD (-R--)  
- AMRPRD (-RU-)  
- AMSURD (CR-D)  
- AM0095P00 (CRU-)  
- AM009601 (CRU-)  
- AM009701 (CR--)

@Embedded Data/Constants:

'YES'  
'NO '

### Process

Hierarchical numeric ID: 1.1.1.1.4

Coded name:

Name: AUT Send Transaction for Distributive Processing (AM100-AM101)

Comment: @Definition: The automatic process of sending the transaction from the centralized machine to the distributed machine for processing, via ICF files.

### Process

Hierarchical numeric ID: 1.1.1.1.4.1

Coded name: AM0100

Name: PGM Distribute Routed Transaction from Centralized Host System (AM0100)

Comment: @Purpose: To send a received (inbound) or transferred ARMS transaction set from the centralized host platform to the distributed host platform.

@Operational Method:

Execution is started with a single MACHINE ID (1 character) input parameter field value.

For program initialization:

- Retrieve the current platform's CURRENT SYSTEM (MACHINE) NAME by execution of the Retrieve System Name (RTVSYN) program.

- Concatenate the Recieve Routed Ditributed Transaction on Distributed Host System Program Name, 'AM0101', with the passed input MACHINE ID value for deriving the specific Program Device Name.

- IF CURRENT SYSTEM NAME = 'DEV', change the ICF workstation device file EVOKE program's library to 'ELARMS', ELSE, make the EVOKE program's library 'ELLIB'

- Attempt to acquire this Program Device. Attempt 5 times before signalling an error. Introduce a delay of one minute between each attempt.

- IF the Program Device is acquired successfully, Evoke the derived ARMS Distribution Incoming Receive Program.

After program initialization has completed, for a repetitive cycle until a shutdown data queue entry is received, the following is performed:

## ARMS Process Report

- Receive the next keyed data queue entry from the specific keyed data queue for the key equal to the passed input MACHINE ID parameter value. Immediately from the DQAMAPH data queue until empty, then infinitely wait for DQAMAP1 data queue entries.

- Attempt to retrieve an associated record from the AMAPPS file using the data queue entry as the retrieval key value.

- IF at least one associated AMAPPS file record exists, then do the following:

- Send the key to the ARMS Distribution Incoming Receive program.
  - Read all ARMS Set file records with the ARMS Application Data Queue Key.
  - Send each data record to the ARMS Distribution Incoming Receive program. When all records are read and sent, send a blank record.

@Files: (CRUD)

- AMAPPS (-R--)

@Embedded Data/Constants:

'AM0101' is the evoked program's specified name.

'ELARMS2' and '\*LIBL' for the evoked program's specified possible library

Names.

'DEV' to determine if being executed on the development (not production) software environment platform.

'\*DOWN' and 'SD' as the Profile ID and Group Type Code to indicate a data queue entry of a shutdown request.

'DQAMAPH' and 'DQAMAP1' are the Hold Distribution Input and the Transactions to Distribute Input data queue names.

'DLYJOB DLY(60)' is the OS/400 command executed to cause 1 minute delays between the 5 Attach attempts.

@Improvement Opportunities:

Convert this OPM RPG program to ILE RPG program.

Possibly change this communication method from ICF to CPI-C.

### Process

Hierarchical numeric ID: 1.1.1.1.4.2

Coded name: AM0101

Name: PGM Receive Routed Distributed Transaction on Distributed Host System (AM0101)

Comment: @Purpose: To receive routed transaction set from the centralized host platform.

@Operational Method:

- Acquire the program device 'AM0101'
- Receive routed transaction input from the centralized ARMS host platform.
- IF data was received
  - Write records to the distributed Application Transaction File (AMAPP)
  - Send data queue entry to Edit/Update/Distribute Transaction (DQAM61)

ELSE

## ARMS Process Report

- Send data queue entry to Edit/Update/Distribute Transaction (DQAM61)
- Release Device.

ENDIF

@Files: (CRUD)

- AMAPP (C---)

@Notes: The centralized ARMS host platform EVOKES the receive job on the distributed rental system host platform using an ICF connection. Presently, the distributed rental system host platform, excludes BIRELAND, VGERMANY, and UK.

### Process

Hierarchical numeric ID: 1.1.1.1.4.6

Coded name: RTVSYs

Name: PGM Retrieve System Name (RTVSYs)

Comment: @Purpose: To retrieve the system name to pass back to another calling program.

@Operational Method:

Executed with the single output parameter, RETRIEVED SYSTEM NAME (8 Character).

Retrieve the current system's network attribute of system name.

IF the RETRIEVED SYSTEM NAME = 'DEV', then execute the ISS DEV Machine Emulation (DEVMCH) OPM CL program.

### Process

Hierarchical numeric ID: 1.1.1.1.5

Coded name:

Name: AUT Interface with Rental Systems (AT/CN/EX/CM)

Comment: @Definition: The automatic process of dispatching a data queue entry for an appropriate program to update the Rental database be it either ECARS or CLAIMS CONNECTION.

### Process

Hierarchical numeric ID: 1.1.1.1.5.1

Coded name:

Name: AUT Interface with ECARS (AT/CN/EX/CM)

Comment: @Definition: The automatic process by which the ECARS Rental database files are updated due to a request received from the Rental Management Trading Partner (AT, CN, EX, CM).

### Process

Hierarchical numeric ID: 1.1.1.1.5.1.1

Coded name: EC00ATV1

Name: PGM Interface EC with Rental Authorization (EC00ATV1)

Comment: @Purpose: This is an ARMS-to-ECARS database update interface program that processes Rental Direct Billing Authorization 'AT' Functional Group Type for

## ARMS Process Report

Adds or Changes sent by ARMS insurance Customers or automatically generated authorization changes. This program will also process previously authorized reservation Rental Location's Group-to-Group 'AT' transfers.

### @Operational Method:

This NEP receives the 'ATB' keyed input data queue entries from the input data queue (DQAM61V1) that program AM0061V1 generated as input to this program.

Once a shutdown data queue entry is received, then send this shutdown data queue entry to the DQANDST data queue and end this program.

For any non-shutdown data queue entry, read all of the associated ARMS Application Interface Input Transaction file (AMAPP) records.

IF the flag for Centralized Adjuster Phone number is 'Y' then retrieve from CUSTMAST the office phone number from that file record based upon customer number and use this phone number to populate ECARS data files, else the adjuster phone number supplied in the ADJD01 format will be used. This flag is retrieved via a 'B1' call to AM2090V1.

IF any COMD01 or SURD01 record formats were found, execute the Update Electronic Messages program (ECMSGV1) with 3 input parameters, the APPD01 record format's Reservation ID (6 character), the data queue entry value (96 character), and the CALLING PROGRAM ID (10 character) to write the electronic messages to ECARS message database.

IF while attempting to retrieve any existing records that are locked for update, the transaction is deferred by sending the data queue entry to a secondary input data queue (DQAM6BV1) to be reedited by the AM0061V1 program for later processing and a deferral notice data queue entry is sent to the primary input data queue (DQAM61V1) to notify that program that a deferred transaction exists (both data queue entries sent with key = 'DIS'). This will trigger the program AM0061V1 to start the wait timer so that when the wait is elapsed it can receive from the secondary data queue.

IF an authorization transfer is received, then a new ARMS authorized branch reservation is created, along with any applicable instructions, callback and prewrite information, such as date of birth.

IF an authorization add is received that has an invalid or no open rental contract/ticket or reservation identifier in it, then a new authorized rental reservation is created, along with any applicable instructions and prewrite information, such as date of birth.

IF an authorization add or change is received that has a valid open rental contract (ticket) and a reservation identifier in it, then update both the existing unauthorized open rental ticket and its "linked" branch reservation with the authorization information.

IF an authorization add is received that has a valid open rental contract (ticket) but no reservation identifier in it, then update the existing open rental ticket with the authorization information, a new authorized rental reservation is created, and this reservation is "linked" to the open contract. However, IF the open rental contract was opened using another non-ARMS authorized branch reservation or national reservation, then break the "link" of the previous open rental contract identifying information from the previous reservation. When a NatRes link is broken, a record is created in the file, NRDBTRAN, to appropriately credit NatRes.

## ARMS Process Report

In all cases that an existing branch reservation is updated with an authorization for the first time or an authorized branch reservation is created, a 'DIS' keyed data queue entry is sent to the DQAM60V1 data queue as input to the Dispatch Rental Systems Request (AM0060V1) program. This should cause an authorization confirmation (AC) group type transaction data sent to be dispatched for generation and sent.

In all cases that an existing open rental contract is updated with an authorization add or change, the associated adjuster callback direct billing authorization information is updated. For an authorization add only, the EXTENSION DATE is recomputed by adding this input transaction's data set's authorization detail (AUTD01) record format's AUTHORIZED DAYS to the open rental contract's START CHARGES DATE.

IF, however, the resulting EXTENSION DATE is a Saturday or Sunday, check the Trading Partner Profile's WEEKEND SLIDE FLAG. ..IF the WEEKEND SLIDE METHOD CODE is "Y"es and the EXTENSION DATE is Saturday or Sunday, then "slide" (change) the EXTENSION DATE to the date for the following Monday.

..IF the WEEKEND SLIDE METHOD CODE is "M"odified and the EXTENSION DATE is Sunday, then "slide" the EXTENSION DATE to the date for the following Monday.

Likewise for an authorization add only, callback detail notes are generated to indicate the recomputed EXTENSION with an "Authorized Until mm/dd/yy" and "By: AdjusterLastName\*AdjusterFirstName\*" formatted text where the "mm/dd/yy" is the computed new extension date and the Adjuster's name is derived from the data provided in the Adjuster Detail (ADJD01) record format.

### @Notes:

This program is submitted for execution by the ARMS Startup Jobs program (CLL810) with no entry parameters.

This program was changed to not remove the \*TX REMB miscellaneous government tax unconditionally on open contracts, but to instead check a flag in the Valid Business Types that the special TEXAS GOVERNMENT SURCHARGE is applied to (RAGBCHBT) file (via logical access path RAGBBT, by Business Type, Group ID and Branch ID) to see whether or not this tax should be charged.

### @Files: (CRUD)

AMAPP	(-R--)	ARMS Application Interface Input Transaction
File		
RACPENDC	(-R--)	Open ECARS Rental Contracts/Tickets in progress of being changed or closed control file
RACBRNUM	(CRU-)	Branch Reservation ID Control File
RACBRMST	(CRU-)	Branch Reservation Master File
RACBRWRT	(CRU-)	Branch Reservation Prewrite File
RACINS	(CRU-)	Branch Reservation/Open Rental Contracts Insurance
Information File		
RACBRIST	(CRU-)	Branch Reservation Special Instruction
ECSURCHG	(CR-D)	ECARS Authorized for Rental Direct Billing Surcharges
File		
RACMAST	(-RU-)	Open Rental Contract/Ticket File
RACSMAS	(CRU-)	ECARS Open Rental Contract/Ticket Supplemental
Information File		
CB007P	(CRU-)	Rental Callback Control File, accessed by RACCBCTL logical view, by Group/Branch ID and Document ID
RACCBDET	(CR--)	Rental Callback Detail Notes File
RACCCCK	(-RU-)	Branch Reservation Credit Check File
CUSTMAST	(-R--)	Customer Master File

## ARMS Process Report

RACCBIOC (-R--) Rental Consolidated Callback Control File  
RACCBK3 (CRUD) Rental Consolidated Callback Control File  
RACCB3 (CR-D) Rental Callback Consolidation Skeleton File - Shop  
OFFDRB (-R--) Office Directories Internal Organization Branch

### Master File

NR025P (-RU-) National Reservations Master File, accessed by  
NR025L00 logical view, by National Reservation ID  
NRDBTRAN (CRU-) National Reservations Database Transactions Update File

### @Embedded Data/Constants:

'Until' used to provide a preformatted Callback Detail Notes phrase.  
'/' used to as a date separator for date output into a Callback Detail

### Notes text.

'ARMS CUST-' used to provide a preformatted RACBRIST File Sequence 001  
record's comment text.

### Process/shutdown codes:

'AT'  
'SD'

### Format IDs:

'APPD01'  
'ADJD01'  
'ADJD02'  
'AUTD01'  
'CMD01'  
'INSD01'  
'RNTD01'  
'RNTD02'  
'RPRD01'  
'SURD01'  
'RATD01'

### Comments:

'VEHICLE NEEDED IMMEDIATELY '  
'UNIT NEEDED AT OTHER#'  
'UNIT NEEDED AT HOME#'  
'UNIT NEEDED AT OFFICE#'  
'INS CO WILL PAY '  
'/DY' used as a Branch Reservation Rate Quoted Comment for the quoted  
daily rental rate.  
'Non numeric data received in Transmission/Group Control ID'  
'LEC00ATV1' is used as the JOB NAME.  
'EC00ATV1' used as the CALLING PROGRAM ID.  
'ATB' as the input key used for receiving keyed data queue entries.

### Constants for formatting numeric fields to text:

'/DAY'  
'/MAX'  
'.'

'0123456789' all valid numeric characters to use for validation of all  
numeric character data element fields.

'RATE + TAX'  
' + TAX'  
'RATE +SCHG'  
' +SCHG'

## ARMS Process Report

The following OS/400 Override Printer file commands are executed through execution of the 'QCMDEXC' program to change the output queue names by insertion of the Group/Branch ID (4 character) in the output queue name to cause the printing of an open rental contract/ticket or the executed Print a Branch Reservation to print at the associated rental location's office plain paper printer:

```
OVRPRTF FILE(QPRINTP ) OUTQ(P P) FORMTYPE(PLAINPAPER)
DLTOVR FILE(QPRINTP)
```

The following OS/400 database file override commands are executed through execution of the 'QCMDEXC' program to decrease the locked record/object wait times for update files from the object default of 1 minute to 5 seconds:

```
OVRDBF FILE(RACBRNUM) WAITRCD(5)
OVRDBF FILE(RACBRMST) WAITRCD(5)
OVRDBF FILE(RACBRWRT) WAITRCD(5)
OVRDBF FILE(RACINS) WAITRCD(5)
OVRDBF FILE(RACBRIST) WAITRCD(5)
OVRDBF FILE(ECSURCHG) WAITRCD(5)
OVRDBF FILE(RACMAST) WAITRCD(5)
OVRDBF FILE(RACCBCTL) WAITRCD(5)
OVRDBF FILE(RACCBDET) WAITRCD(5)
OVRDBF FILE(RACSMAS) WAITRCD(5)
OVRDBF FILE(RACCCK) WAITRCD(5)
OVRDBF FILE(RACCBK3) WAITRCD(5)
OVRDBF FILE(RACCB3) WAITRCD(5)
OVRDBF FILE(NR025L00) WAITRCD(5)
OVRDBF FILE(NRDBTRAN) WAITRCD(5)
```

### @Improvement Opportunities:

1.) Convert this OPM RPG program to an ILE RPG program.

2.) Delete the 'EC00ATV1' program name and 'LEC00ATV1' job name constants and specify/use the Program Status Data Structure's PROGRAM ID and JOB NAME data elements for these purposes.

3.) Move the "Authorized Until mm/dd/yy" and "By: AdjusterLastName\*AdjusterFirstName\*" formatted text comment templates into an external ARMS Table File that contains the preformatted callback detail note automated comments.

4.) Add a new executable program to check for an associated existing record in the file RACPENDC (CRU-) "Open ECARS Rental Contracts/Tickets in progress of being changed or closed control file" for checking if OK to process and if so, output a record until the operation is complete, then delete the RACPENDC record that was written to clear way for other transactions.

### Process

Hierarchical numeric ID: 1.1.1.1.5.1.2

Coded name: EC00EXV1

Name: PGM Interface EC with Rental Extension/Termination of Authorization (EC00EXV1)

Comment: @Purpose:

To update the rental database with the authorized extension days or termination date received from the trading partner.

@Operational Method:

## ARMS Process Report

This program endlessly receives the 'EXB' keyed input data queue entries from the input data queue (DQAM61V1) that program AM0061V1 generated as input to this program.

Once a shutdown data queue entry is received, then send this shutdown data queue entry to the DQANDST data queue and end this program.

For any non-shutdown data queue entry, read all of the associated ARMS Application Interface Input Transaction file (AMAPP) records.

IF the any COMD01 or SURD01 record formats were found, execute the Update Electronic Messages program (ECMSGV1) with 3 input parameters, the APPD01 record format's Reservation ID (6 character), the data queue entry value (96 character), and the CALLING PROGRAM ID (10 character) to write the electronic messages to ECARS message database.

IF while attempting to retrieve any existing records that are locked for update, the transaction is deferred by sending the data queue entry to a secondary input data queue (DQAM6BV1) to be reedited by the AM0061V1 program for later processing and a deferral notice data queue entry is sent to the primary input data queue (DQAM61V1) to notify that program that a deferred transaction exists (both data queue entries sent with key = 'DIS').

IF the received transaction set's STATUS CODE is not "E"xtend nor "T"erminate, then reject the transaction set back to the trading partner's adjuster as a "data domain error".

In all cases that an existing open rental contract is updated with an authorization extension or termination, the associated open contract file record's and its adjuster callback file record's direct billing authorization information is updated if the adjuster information is changed.

IF this transaction is an authorization termination (CRED01:CRESTS='T'), then update the callback's current EXTENSION DATE is replaced with this input transaction's data set's customer request for extension detail (CRED01) record format's non-zero TERMINATION DATE, regardless if the new value of the EXTENSION DATE is a Saturday or Sunday date. Likewise, a callback detail note record is generated to indicate the replaced EXTENSION DATE with an " Rental Terminated On: mm/dd/yy" and "By: AdjusterLastName\*AdjusterFirstName\*" formatted text where the "mm/dd/yy" is the replaced EXTENSION DATE and the Adjuster's name is derived from the data provided in the Adjuster Detail (ADJD01) record format. Update the number of authorized days in the Reservation record.

IF this is an authorization extension (CRED01:CRESTS='T'), with DAYS TO EXTEND is zero, then the current EXTENSION DATE remains. This will allow ARMS Trading Partner Insurance Company to send a termination request. (The second phase will allow ARMS Trading Partner Insurance Company to receive "RE" and send "EX" transactions.) Likewise, a callback detail note record is generated to indicate the same value EXTENSION DATE with an " Rental Terminated On: mm/dd/yy" and "By: AdjusterLastName\*AdjusterFirstName\*" formatted text where the "mm/dd/yy" is the current value of the callback's EXTENSION DATE and the Adjuster's name is derived from the data provided in the Adjuster Detail (ADJD01) record format. Update the number of authorized days in the Reservation record.

IF this is an authorization non-zero extension, then the non-zero EXTENSION DATE is recomputed by adding this input transaction's data set's customer request for extension detail (CRED01) record format's DAYS TO EXTEND to the open rental contract's current EXTENSION DATE. .



## ARMS Process Report

Likewise for an authorization extension for a non-zero DAYS TO EXTEND only, a callback detail note record is generated to indicate the recomputed EXTENSION with an "Rental Extended Until: mm/dd/yy" and "By: AdjusterLastName\*AdjusterFirstName\*" formatted text where the "mm/dd/yy" is the computed new extension date and the Adjuster's name is derived from the data provided in the Adjuster Detail (ADJD01) record format.

Update the number of authorized days in the Reservation record.

@Notes:

This program is submitted for execution by the ARMS Startup Jobs program (CLL810) with no entry parameters.

@Files: (CRUD)

File	AMAPP	(-R--)	ARMS Application Interface Input Transaction
ECEXTCTL	(CRU-)		ECARS Pending Extension Request Control File
RACMAST	(-RU-)		Open Rental Contract/Ticket File
RACCBDET	(C--)		Rental Callback Detail Notes File
RACCBcoc	(-R--)		Rental Consolidated Callback Control File
RACCBK3	(CRU-)		Rental Consolidated Callback Control File
CB007P00	(-RU-)		Open Rental Contracts Callbacks Control File
CB032P00	(-RU-)		RMS Callback Contracts by Group/Branch/Ticket
RACBRMST	(-RU-)		ECR Branch Reservations Master File

@Embedded Data/Constants:

Detail Notes	'Rental Extended Until:'	used to provide a preformatted Callback phrase.
Detail Notes	'Rental Terminated On:'	used to provide a preformatted Callback phrase.
Detail Notes	'Rental Extended 0 days'	used to provide a preformatted Callback phrase.
	'DQAM61V1 '	
	'EC00EXV1 '	
	'OVRDBF CB007P00 WAITRCD(*IMMED)'	
	'OVRDBF RACMAST WAITRCD(*IMMED)'	
	'OVRDBF RACMAST WAITRCD(*IMMED)'	

Notes text. '/' used to as a date separator for date output into a Callback Detail

Logicals:

'Y'  
'N'  
'0'  
'1'

Process/shutdown codes:

'EX'  
'SD'

Format IDs:

'APPD01'  
'ADJD01'  
'CRED01'  
'COMD01'

Comments:

## ARMS Process Report

'LEC00EXV1' is used as the JOB NAME.  
'EC00EXV1' used as the CALLING PROGRAM ID.  
'EXB' as the input key used for receiving keyed data queue entries.  
'0123456789' as all valid numeric characters to use for validation of all numeric character data element fields.

The following OS/400 Override Printer file commands are executed through execution of the 'QCMDEXC' program to change the output queue names by insertion of the Group/Branch ID (4 character) in the output queue name to cause the printing of an open rental contract/ticket or the executed Print a Branch Reservation to print at the associated rental location's office plain paper printer:

```
OVRPRTF FILE(QPRINTP ) OUTQ(P      P) FORMTYPE(PLAINPAPER)
DLTOVR FILE(QPRINTP)
```

### @Improvement Opportunities:

1.) Delete the 'EC00EXV1' program name and 'LEC00EXV1' job name constants and specify/use the Program Status Data Structure's PROGRAM ID and JOB NAME data elements for these purposes.

2.) Change the program's use of the database files used for update purposes before opened for update via the following OS/400 database file override commands are executed through execution of the 'QCMDEXC' program. This would be to decrease the locked record/object wait times for update files from the object default of 1 minute to 5 seconds.

3.) Add a new executable program to check for an associated existing record in the file RACPENDC (CRU-) "Open ECARS Rental Contracts/Tickets in progress of being changed or closed control file" for checking if OK to process and if so, output a record until the operation is complete, then delete the RACPENDC record that was written to clear way for other transactions.

4.) Move the "Rental Extended Until:", "Rental Terminated On:", "Rental Extended 0 days" and "By: AdjusterLastName\*AdjusterFirstName\*" formatted text comment templates into an external ARMS Table File that contains the preformatted callback detail note automated comments.

5.) Prior to opening the user-controlled open files that are used to READ or CHAIN for UPDATE, execute an "Override Data Base File" command to change the record-lock wait times from the default 60 seconds to 5 seconds as was done in the EC00ATV1 and EC00CNV1 programs.

### Process

Hierarchical numeric ID: 1.1.1.1.5.1.3  
Coded name: EC00CNV1  
Name: PGM Interface EC with Rental Cancellation / Denial of Authorization (EC00CNV1)  
Comment: @Purpose:

To update the rental database with the cancellation information received from the trading partner to either cancel a previously ARMS-authorized open contract and/or open branch reservation, or, to deny billing responsibility in response to a request for authorization on a branch reservation or an open rental contract (ticket).

### @Operational Method:

## ARMS Process Report

This program endlessly receives the 'CNB' keyed input data queue entries from the input data queue (DQAM61V1) that program AM0061V1 generated as input to this program.

Once a shutdown data queue entry is received, then send this shutdown data queue entry to the DQANDST data queue and end this program.

For any non-shutdown data queue entry, read all of the associated ARMS Application Interface Input Transaction file (AMAPP) records.

IF there are no deferred transactions while processing, then execute the Update Electronic Messages program (ECMSGV1) with 3 input parameters, the APPD01 record format's Reservation ID (6 character), the data queue entry value (96 character), and the current CALLING PROGRAM ID (10 character) to write the electronic customer messages to ECARS message database.

IF while attempting to retrieve for update any existing file records that are locked for update, then the transaction is deferred by sending the data queue entry with key = 'DIS' to a secondary input data queue (DQAM6BV1) and a deferral notice data queue entry with key = 'DIS' to a primary input data queue (DQAM61V1) to be reedited by the AM0061V1 program for later processing.

IF the received transaction set's reservation is not found, the reservation is closed, or closed ticket that had been opened using the ARMS-authorized reservation, then error the transaction and page ARMS On-call.

IF the received transaction set's reservation is closed, then execute the Internal/External Error Handling Program (AM0098) to Reject the transaction.

IF the received transaction set's retrieved unauthorized reservation has been voided, discontinue any further processing of this transaction.

IF the received transaction set's retrieved rental contract has been voided, then the transaction is deferred by sending the data queue entry with key = 'DIS' to a secondary input data queue (DQAM6BV1) and a deferral notice data queue entry with key = 'DIS' to a primary data queue (DQAM61V1) to be reedited by the AM0061V1 program for later processing. AM0061V1 will then handle the Ticket record not being found appropriately.

IF the received transactions set's retrieved reservation is authorized, then do the following:

..IF the received transaction set's reservation is found, is ARMS authorized, and, a ticket is currently being opened using the reservation (BRTKT = 999999), then defer this transaction as stated previously.

..IF the received transaction set's open ticket and/or reservation is found, is/are ARMS authorized, and available, then reset its direct billing indication (leave the Bill-To ID and related information), load the RATE QUOTED COMMENT with "ARMS Direct Bill Canceled By AdjusterLastName,AdjusterFirstName, and clear the ARMS authorization information from Branch Reservation File (RACBRMST) and from Ticket Master Files (RACMAST & RACSMASST) file records and its associated Callback Control and update. Create a Callback Control for the Reservation if it does not exist. Generate a Callback Detail Note file record with the comment "ARMS Direct Bill Canceled By AdjusterLastName,AdjusterFirstName" in NOTE #1, along with the associated adjuster's claim center internal CUSTOMER NAME from the Customer Master File (CUSTMAST) as "At customername" in NOTE #2. Update or create the consolidated callback control files. Callbacks for a reservation attached to an Incomplete Ticket will be created or updated using the Reservation number.

## ARMS Process Report

..IF the received transaction set's reservation is found, is NOT ARMS authorized, and is available for update (regardless if linked to open contract/ticket or not), then reset its (and its associated open rental contract/ticket) direct billing indication (leave the Bill-To ID and related information), load the reservation's RATE QUOTED COMMENT with "ARMS Direct Bill Denied By AdjusterLastName,AdjusterFirstName", in the Branch Reservation File (RACBRMST) and the Ticket Master File (RACMAST) file records and its associated open rental contract/ticket file and update. Update the callback and the consolidated callback control files, using the open rental contract/ticket identifier if it is completely open (has a non-zero CONTRACT DATE), else use the reservation's identifier. Create a Callback Control for the Reservation if it does not exist. Generate a Callback Detail Note file record with the comment "ARMS Direct Bill Denied By AdjusterLastName,AdjusterFirstName" in NOTE #1, along with the associated adjuster's claim center internal CUSTOMER NAME from the Customer Master File (CUSTMAST) as "At customername" in NOTE #2.

### @Notes:

This program is submitted for execution by the ARMS Startup Jobs program (CLL810) with no entry parameters.

### @Files: (CRUD)

AMAPP (-R--)  
RACBRMST (-RU-)  
CB007P00 (CRU-)  
RACCBDET (C---)  
RACMAST (-RU-)  
RACCBLOC (-R--)  
RACCBCTK (C-U-) ECR Callback Consolidation Skeleton File,  
by Group ID, Branch ID, Rental Contract/Document ID via the RACCBK3  
logical access path.  
RACCBCBS (C-U-) ECR Callback Consolidation Skeleton File - Shop,  
by Group ID, Branch ID, Rental Contract/Document ID via the RACCB3  
logical access path.  
CUSTMAST (-R--)  
RACMAST (-RU-)  
EMSG (C---)

### @Embedded Data/Constants:

'ARMS'  
'ARMS Direct Bill Denied By'  
'ARMS Direct Bill Canceled By'

### @Improvement Opportunities:

## Process

Hierarchical numeric ID: 1.1.1.1.5.1.4  
Coded name: EC00CMV1  
Name: PGM Interface EC with Customer Message (EC00CMV1)  
Comment: @Purpose:

To update the rental database with any text messages received from the trading partner in the functional group type 'CM'.

### @Operational Method:

## ARMS Process Report

This program endlessly receives the 'CMB' keyed input data queue entries from the input data queue (DQAM61V1) that program AM0061V1 generated as input to this program.

Once a shutdown data queue entry is received, then send this shutdown data queue entry to the DQANDST data queue and end this program.

For any non-shutdown data queue entry, read all of the associated ARMS Application Interface Input Transaction file (AMAPP) records.

IF any COMD01 or SURD01 record formats were found, execute the Update Electronic Messages program (ECMSGV1) with 3 input parameters, the APPD01 record format's Reservation ID (6 character), the data queue entry value (96 character), and the CALLING PROGRAM ID (10 character) to write the electronic messages to ECARS message database.

### @Notes:

This program is submitted for execution by the ARMS Startup Jobs program (CLL810) with no entry parameters.

### @Files: (CRUD)

AMAPP (-R--)  
RACBRMST (-R--)  
RACMAST (-R--)

### @Embedded Data/Constants:

'EC00CMV1' used as the CALLING PROGRAM ID.  
'CMB' as the input key used for receiving keyed data queue entries.

### @Improvement Opportunities:

- 1.) Convert this OPM RPG program to an ILE RPG program.
- 2.) Delete the 'EC00CMV1' program constant and specify/use the Program Status Data Structure's PROGRAM ID data element for this purpose.

## Process

Hierarchical numeric ID: 1.1.1.1.5.1.6  
Coded name: AM2090V1  
Name: PGM Retrieve ARMS Data (AM2090V1)  
Comment: @Purpose:

To retrieve specified information from the ARMS database.

### @Operational Method:

This program is executed using a single 256-byte data structure parameter for both input and output (see @Notes for a detailed description).

- Determine which type of information is being requested using the passed input parameter identification code.

-- Passed input parameter's data element for Data Structure ID Code specifies the associated information retrieval processing description:

## ARMS Process Report

'B1' - Retrieves AMXBCO file record trading partner's branch claims office (BCO) information by the passed ENTERPRISE CUSTOMER ID

'B2' - Retrieves AMCLSTBL file ARMS Vehicle Class Description and Rate Code Table information by the passed ECARS VEHICLE CLASS CODE

'B3' - Retrieves AMXREF Rental Transaction Cross-Reference, AMXBCOL1 Branch Claims Office\*, and ARMSPR1 Trading Partner attributes information by the passed ENTERPRISE CUSTOMER ID, RENTAL LOCATION ID and RESERVATION//TICKET ID

'B4' - Retrieves AMXREF, AMXBCOL1\*, ARMSPR1, along with the Rental System Application Specific\*\* (ARMSPR5 or ARMSPR6) information by the passed RENTAL LOCATION ID and RESERVATION//TICKET ID

'B5' - Retrieves AMXREF, ARMSPR1, along with the Rental System Application Specific\*\* (ARMSPR5 or ARMSPR6) information by the passed RENTAL LOCATION ID and RESERVATION//TICKET ID

'B6' - Retrieves AMXREF, ARMSPR1 information by the passed RENTAL LOCATION ID and RESERVATION//TICKET ID

'B7' - Retrieves AMXBCOL1, ARMSPR1 file information by the passed ENTERPRISE CUSTOMER ID

'B8' - Retrieves ARMSPR1 file record information by the passed ENTERPRISE CUSTOMER ID

'B9' - Retrieves AMXREF file record information by the passed RENTAL LOCATION ID and RESERVATION//TICKET ID

(\*Note: Branch Claims Office information is retrieved only when the retrieved Rental Transaction Cross-Reference indicates that it is not currently authorized or the Identification Code is 'B4'. This condition was needed since Trading Partner Profile ID was stored in two places. Undesirable results occurred prior to this condition.)

(\*\*Note: Rental Application System Profiles consists of two files: One for ECARS used by ERAC branches for the rental administration of their group's vehicles; and one for Claims Connection used by the National Reservations Call Center staff for the administration of third-party non-ERAC vehicle rentals. The Source ID on the Rental Transaction Cross-Reference ('B' = Branch ECARS; 'C' = Claims Connection) determines which file the information is retrieved.

- IF the passed Identification Code does not match those accepted by this program, generate a program exception error and return an unsuccessful Completion Status Code ('D') to the calling program.

- IF the requested information record(s) are successfully retrieved, return the values from those file(s) record(s) along with a successful Completion Status Code ('A') to the calling program.

- IF any record was not found, return blank value(s) from the specific file record along with a successful Completion Status Code ('A') to the calling program.

- IF a database error occurred, then generate a program exception error and return an unsuccessful Completion Status Code ('D') to the calling program.

- When the passed Identification Code is 'B4', determine if the trading partner's branch claims office is currently active for electronic billing.

# ARMS Process Report

@Notes:

This program is currently executed with a single 256 character string input/output parameter that is further redefined using the empty ANDSB#V1 file as an external data structure. The external definition contains two important input fields. The first is the Data Structure Identification Code, which is always a two position alpha field in the first two positions of the data structure. The second immediately follows the first and is a one position Program Return Code. A value of 'A' returned in this position to the calling program indicates the processing request was completed successfully. The total maximum length is 256 positions, and the unused space has been defined as a "filler" (future expansion) field.

The data structure data elements descriptions are:

Input	Output	2 character	ARMS Identification Code
Input	Output	1 character	Program Return Code
Input		7 character	Enterprise Customer ID
Input		10 character	Rental Location ID
Input		6 character	Reservation ID
Input		6 character	Ticket ID
Input		2 character	ECARS Vehicle Class Code
Input		8,0 numeric	Transaction Date (in CCYYMMDD format)
Input		10 character	Calling Program ID
	Output	20 character	Vendor Transaction ID
	Output	20 character	Customer Transaction ID
	Output	5 character	ARMS Profile ID
	Output	1 character	ARMS Rental Transaction Cross-
Reference File Record	Status Code		
	Output	1 character	Machine ID
	Output	1 character	Source ID - Branch Reservations /
Claims Connection			
	Output	10 character	Branch Claims Office - AMXBCO
	Output	14 character	Enterprise Car Class Code
	Output	20 character	ARMS Car Class Description
	Output	10 character	Billing Program
	Output	1 character	Generate Extensions from Rental -
P1FG10			
Rental - P1FG11			
	Output	1 character	Generate Batch Extensions from
	Output	1 character	Electronic Bill(Y/N) - P1YN12
	Output	1 character	Generate Policy Max Note P1YN17
	Output	1 character	View Ticket/Reservation 1 Day Early
- P1YN21			
Request - P1YN22			
	Output	1 character	Only Days Needed For New Callback
	Output	1 character	Electronic Messaging - P1FG24
	Output	1 character	Allow Cust Tran Id on Fax Documents
- P1YN25			
	Output	1 character	Allow Underaged Driver - P1YN26
	Output	1 character	Send ELCD01 Format on RA - P1YN27
	Output	1 character	Generate Electronic & Paper Bills -
XBYNBL			
	Output	1 character	Insurance Pays Underage Surcharge
	Output	1 character	Weekend Slide Y=Sat/Sun M=Sun Only
N=No Slide - P1			
	Output	1 character	R=RA I=IN B=Both N=No
	Output	1 character	How to Populate RATD01?
	Output	1 character	ARMS Special Condition
	Output	1 character	Send Adjuster Name on RA Y/N

## ARMS Process Report

	Output	1 character	Centralized Adjuster Phone #
	Output	1 character	Expansion Flag Field
	Output	1 character	Expansion Flag Field
	Output	1 character	Expansion Flag Field
	Output	1 character	Expansion Flag Field
	Output	1 character	Expansion Flag Field
	Output	1 character	Expansion Flag Field
	Output	1 character	Expansion Flag Field
	Output	1 character	Expansion Flag Field
	Output	1 character	Expansion Flag Field
	Output	1 character	RC Cancel Assignment Surcharge
Handling	Output	73 character	Filler (Future Expansion)

NOTE: New functions desired by this program have to be closely coordinated with the rental company application (ECARS or Claims Connection) requesting the new function desired in this program. All objects involved with the new function must be moved into production at the same time.

IF this program is executing on a development platform, terminate the program when returning to the calling program for deallocation of resources among many testers within an ARMS testing environment.

The ARMS system will now enable electronic invoices, payments and remittances (processed here) to be sent/received for non-ARMS Rental Management Trading Partners that are Direct Billing/Remittance Trading Partners, such as Tennessee Valley Authority (an Enterprise Fleet Services customer). Therefore, ARMS will receive a data queue entry to generate an electronic invoice (and create an associated ARMS Rental Transaction Cross-Reference (AMXREF) file record) when the trading partner never sent to ERAC (via ARMS) any initial rental authorization.

@Files: (CRUD)

AMXBCO (-R--) ARMS Branch Claims Office Cross-reference File, using access path AMXBCOL1 by Enterprise Customer ID.

AMXREF (-R--) ARMS Cross-reference File, accessed by Vendor Transaction ID

accessed by Rental Location ID, Ticket ID

accessed by Rental Location ID, Reservation ID

ARMSPR1 (-R--) ARMS Profile File - Application Specific Flags

ARMSPR5 (-R--) ARMS Profile File - ECARS Application Specific Data

ARMSPR6 (-R--) ARMS Profile File - CLAIMS Application Specific

AMCLSTBL (-R--) ARMS Vehicle Class/Rate code file

@Embedded Data/Constants:

'AM2090V1' as the PROGRAM ID

'B1' through 'B9' are the ARMS Identification Code for the type of information retrieval requested.

@Improvement Opportunities

1.) Convert from OPM RPG program to ILE RPG service program.

2.) Delete the 'AM2090V1' constant and use the Program Status Data Structure's left-adjusted PROGRAM ID value for the same purposes.



## ARMS Process Report

3.) Replace the execution of the current ARMS Handle Internal Error ('AM0097V1') program with the execution of the newer ARMS Handle Internal/External Error ('AM0098') program.

### Process

Hierarchical numeric ID: 1.1.1.1.5.1.8  
Coded name: MILMATH  
Name: PGM Manipulate Ambiguous Dates (MILMATH)  
Comment: @Purpose:

To compare, add or subtract any passed input dates parameter field values. This program handles everything that the 'CCDATE' program does, with new standards, plus a module/program to handle addition/subtraction and comparison of ambiguous dates in different formats.

#### @Operational Method:

This program accomplishes the same thing as any of the RPG operation codes it replaces (ADD, SUBTRACT, etc., see FUNCTIONS) except that it makes century part of the equation. Basically, any dates calculated through MILMATH are expanded to include Century first and the fields in the program remain unchanged. Century is determined for all Standard Dates by comparing the year portion to 40. Century is determined for all Date Of Birth Dates by assuming no Birth dates can be in the future and no one is older than 100.

#### FUNCTIONS:

ADDITION: Of numbers representing dates to numbers representing dates, and of numbers to numbers representing dates.

SUBTRACTION: Same as Addition only MILMATH also will handle subtracting a number representing Date Of Birth from a number representing a standard date.

COMPARISON: Between numbers representing dates. Using COMP opcode.

EXPANSION: Of numbers representing dates with YY to YYYY.

Is currently executed with the following parameters:

Action: Input 1 Character - flag for the type of operation that MILMATH is to perform. (see FUNCTIONS.)

(YY is YYYM or YYYMDD

depending on Length 2,4 or 6.)

- (A) = YY + # of Years
- (B) = YY + YY
- (C) = YY COMPARE to YY
- (I) = YY Expand to YYYY
- (S) = YY SUBTRACT # of Years
- (T) = YY SUBTRACT YY
- (U) = YY SUBTRACT Date Of Birth

Length: Input 2,0 Numeric - This parameter describes the length of data being sent in DATE1 and DATE2 described below.

(2) = YY format- 2 digits.

## ARMS Process Report

(4) = YYMM format- 4

digits.

(6) = YYMMDD format- 6 digits.

Date1: I/O 8,0 Numeric - This parm receives factor 1 of a calculation to be done and sends it back with century added.

Sent:	Returned:
YY	CCYY
YYMM	CCYYMM
YYMMDD	CCYYMMDD

Date2: I/O 8,0 Numeric - This parm receives factor 2 of a calculation to be done and sends it back with century added.

Sent:	Returned:
YY	CCYY
YYMM	CCYYMM
YYMMDD	CCYYMMDD

Result: Output 8,0 Numeric - This parm returns the result of the calculation if applicable.

HI Indic: Output 1 Character - This parm returns the HI indicator result of all applicable calculations.

LO Indic: Output 1 Character - This parm returns the LO indicator result of all applicable calculations.

EQ Indic: Output 1 Character - This parm returns the EQ indicator result of all applicable calculations.

### @Embedded Data/Constants:

#### Possible valid ACTION CODE values:

'A' = Add Number of Years  
'B' = Add Years  
'C' = Compare Years  
'I' = IF Compared Years  
'S' = Subtract Number of Years  
'T' = Subtract Year from Year  
'U' = Subtract Date Of Birth Year from Current Year to compute age

### @Improvement Opportunities:

Convert the programs that execute this program to ILE RPG and do all date manipulation by converting the values to the same format Date data types and performing like data type operations on the dates.

## Process

Hierarchical numeric ID: 1.1.1.1.5.1.9

Coded name: CCRAZXZ

Name: PGM Retrieve GPER Tax Detail / Cvt Sys Time to Br Time (CCRAZXZ)

Comment: @Purpose:

To retrieve a rental branch tax accounting information and convert the system time and date (currently United States Central Time Zone for all computer

## ARMS Process Report

platforms) to the rental branch's local time and date by using the TIME ZONE ADJUSTMENT field value (that is +n or -n hours from the Central Time Zone time).

### @Operational Method:

This program is only executed when called by another program using two parameter fields: Group/Branch Tax Data for 215 characters, and Time Zone Conversion Data for 41 characters.

The Time Zone Conversion Data 41 characters are further redefined as:

1 alpha	Input Action Code	(possible values: A B G R T)
4 alpha	Input Group/Branch ID	
6 alpha	Input Time (hhmmss - where "ss" is optional)	
8 alpha	Input Date (mmddccyy)	
1 alpha	Input Time Format Flag	(possible values: M - Military/23-hour or S - Standard/12-hour with AM/PM)
6 alpha	Branch Military Time (hhmmss)	
6 alpha	Branch Standard Time (hhmmAM)	
6 alpha	Branch Modified Date (mmddyy)	
2 alpha	Century (cc)	
1 alpha	Program Return/Error Code	(possible values: B G R T blank)

Input Action Code dictates what this program is to return to the calling program. The codes are listed as follows:

A = Sent Group ID and Branch ID. Retrieve associated Group/Branch Tax file information and convert/adjust passed time/date according to time flag.

B = Sent Group ID and Branch ID. Only check if that Group/Branch ID value exists in Group/Branch Tax file. If not, load 'B' to the PROGRAM RETURN/ERROR CODE parameter subfield.

G = Sent Group ID only. Check if that Group ID value exists in Group/Branch Tax file. If not, load 'G' to the PROGRAM RETURN/ERROR CODE parameter subfield.

R = Sent Group/Branch ID. Retrieve associated Group/Branch Tax file record's information. Do not convert/adjust time/date. If not, load 'R' to the PROGRAM RETURN/ERROR CODE parameter subfield.

T = Time conversion only. (Not used by any program currently calling CCRAXZ.)

Based on the outcome of the input codes and the data provided to the program, one of the following return codes will be generated:

(blank) = No error

B = Group/Branch ID record not found in the ECARS Group/Branch Tax File.

G = Group ID not found.

R = Group/Branch ID record not found for Group/Branch Tax file record information retrieval request. T = Standard Input time invalid or cannot be interpreted because none of the characters "AaPp" (for AM/PM or am/pm) are in the passed TIME field's position 5. Impossible since this program does not edit for time errors. It assumes time sent for conversion is correct.

## ARMS Process Report

Retrieves the associated GPBRTZ Group/Branch Time Zone Adjustment file record that indicates the time zone difference (in hours and fractions of hours) from United States Central time.

Program CCRAZX will expect the following implied questions from the calling programs:

"What is the branch time/date equivalent to the system time/date?"

"What are the individual government charge computation requirements for this branch?"

No editing occurs in this program - otherwise calling program is responsible for validity of input data.

A record for the branch code must exist in the BC026P file. The value of the time zone adjustment field TZADJ must be -5 to less than 19.

@Files: (CRUD) (---- signifies the file usage is only as an external data structure.)

- BC026P00 (-R--)
- GPBRTZ (-R--)
- DTPARM (----)

@Constant / Embedded Data:

AaPp - CHK array to check for a valid AM(am)/PM(pm) indication value.

@Improvement Opportunity: If the internal data structures were defined externally, then any changes to the structure would be prone to less errors and only a recompile of all programs that utilized them would need to be performed to implement the change. (NOTE: The data structure to copy into each program is in ALLIB/QDOCSRC/CCRAZX. However, some comments are out of date because they are no longer valid. This includes the specifications in the ARMS NEPs that check if the PROGRAM RETURN/ERROR CODE = "A", but no code in the CCRAZX program will load this value to that parameter subfield.)

There are several problems with the "time zone adjustment" field BC026P:TZADJ. While these pose no problem under the current range of time zones covered by existing branches, there are basic conceptual errors which show up when the data is applied on a global basis. The first problem is the existing range, -12 to +12, specified for the field. This is a set of 25 values to be applied to 24 time zones; taking St Louis/Central time adjustment as 0, the -12 and +12 values overlap on the (global) 18th zone. Because the above set of values does not take into account the International Date Line, its use returns date errors. For systems which use Central Standard (global time zone 6) as the system time, the correct value is the offset from St Louis time; -5 to less than 19. However, the UK machine uses Greenwich as its system time (global time zone 12). In this case values from -12 to less than +12 are correct. The meaning of the field and its values needs to be given a single definition. This has been accommodated by the two fields in the newer GPBRTZ file.

GPBRTZ File Description: This file holds the time zone information for each Enterprise Rental group/branch. Time Zone information includes:

a.) Time zone offset from the International Date Line (was Greenwich Mean Time - GMT or UTC - Universal Coordinated Time) used to determine in which time zone a branch exists. (e.g., Eastern, Central, Hawaii).

b.) Time zone adjustment with respect to the Central Time used by the Two O'Clock programs and to print time on the tickets.

c.) Day Light Savings Observe indicator to indicate if branch observes Daylight Savings time period (from first Sunday in April through last Sunday in October.)

## ARMS Process Report

### @Notes:

Programs EC00ATV1, EC00CNV1, EC00EXV1, ECMSGV1, AM2051V1 and module CBZ004A use this program to adjust the St. Louis (System) time value to the local group/branch's time for the transaction data set being processed. EC00ATV1 also uses this program during a different execution to retrieve the Sales Tax/Surcharge Account ID value to use for the decision of which formatted text should be used in the Branch Reservation file record's MAXIMUM AMOUNT text field.

### Process

Hierarchical numeric ID: 1.1.1.1.5.1.10  
Coded name: ECMSGV1  
Name: PGM Update Electronic Message (ECMSGV1)  
Comment: @Purpose:

To update ECARS Electronic Message database files with the received messages from the trading partner.

### @Operational Method:

This program is called from ECARS NEP's that run in the ARMS system that process COMD01 or CBKD01 formats. It uses the transaction's passed key value received from the DQAM61V1 input data queue to access AMAPP file data and load the APPD01, ADJD01, COMD01, CBKD01 and SURD01 proprietary EDI record formats' data into the appropriate external data structures used within this program. This information is then used to update an existing or write a new ECARS Message Control File (RACMSC) record and write corresponding new Message Detail (RACMSD) file records. No data is returned to the calling program.

### @Notes:

This program is executed with the following 3 input parameters:

6 character	Reservation ID
96 character	AMAPP Application Interface Input Transaction File key
10 character	Calling Program ID

This program does not Set On \*INLR so that it can be reexecuted without reperforming the program retrieval, memory loading/addressing and program initialization.

### @Files: (CRUD)

AMAPP transactions file	(-R--)	Distributed APPLICATION INTERFACE input
RACBRMST	(-R--)	Branch Reservations Master File
RACMAST	(-R--)	ECARS Open Rental Contracts/Tickets Master File
RACCBIOC	(-R--)	ECARS Rental Callbacks Consolidation Control File
RACMSC	(CRU-)	Electronic Message Control File
RACMSD	(C---)	Electronic Message Detail File

### @Embedded Data/Constants:

#### Actual Constants:

' - Sent by'  
'Sent by'  
'Surcharge Authorized: '  
' /Day'

## ARMS Process Report

'/Rental'  
' Percent'

Embedded Data:

'EC00CMV1'  
'EC00ATV1'  
'AT' (Authorization Maintenance proprietary EDI transaction group type  
code)  
'T' (Authorization Transfer proprietary EDI transaction set type code)  
'APPD01' (Internal ARMS routing header proprietary EDI record format)  
'ADJD01' (Adjuster Detail proprietary EDI record format)  
'CBKD01' (Callback Detail proprietary EDI record format)  
'COMD01' (Comment proprietary EDI record format)  
'SURD01' (Surcharge Approved for Direct Billing proprietary EDI record  
format)  
'R' (Rental Document ID Reservation Type Prefix)  
'D' (Rental Document ID Rental Contract/Ticket Type Prefix)  
'\*' (LastName\*FirstName\* delimiter)  
'ARMS' (Record Created By Employee)  
'D' (Per Rental-Daily Amount Surcharge)  
'L' (Per Rental-Lump Amount Surcharge)  
'P' (Per Rental-Percentage Surcharge)  
'+' (Surcharge Amount Positive Sign)  
'-' (Surcharge Amount Negative Sign)  
'05' (Government Surcharge Type Code)  
'I'  
'E'  
'Y' (Yes)  
'N' (No)  
'T'  
'A'  
'M' ('CCRAXZ' program execution input parameter for Action Code)

@Improvement Opportunities:

Convert this OPM RPG program to an ILE RPG service program comprised of  
ILE RPG modules.

### Process

Hierarchical numeric ID: 1.1.1.1.5.1.11  
Coded name: CCRS10  
Name: PGM Print Reservation Detail (CCRS10)  
Comment: @Purpose:

To notify and alert the rental branch that a rental authorization has  
been received from the rental management trading partner. Furthermore, display  
specific information about the reservation: Renter's name; address; phone number;  
Insurance replacement information and any special requests(Vechile-Van, requires  
pickup date/time).

@Operational Method

- Retrieve branch reservation detail record
- IF reservation was created thru ARMS  
Print fields and headings. Calculate renter pay percent
- Convert flag fields to constants(pickup status, loss type)
- Build sucrcarge print lines

## ARMS Process Report

- Retrieve last 10 messages ONLY  
- Override the printer file to the Group/Branch output queue. Change  
formtype to PLAINPAPER

@Files: (CRUD)

RACBRMST (-R--)  
RACPAYOP (-R--)  
LIFEM#1 (-R--)  
ECSURCHG (-R--)  
RACMSG1 (-R--)

### Process

Hierarchical numeric ID: 1.1.1.1.5.2

Coded name:

Name: AUT Interface with Claims Connection (AT/CN/EX)

Comment: @Definition: The automatic process by which the Claims Connection  
database files are updated as a result of a request sent by the Rental Management  
Trading Partner (AT, CN, EX,).

### Process

Hierarchical numeric ID: 1.1.1.1.5.2.1

Coded name: CC00ATV1

Name: PGM Interface CC with Rental Authorization (CC00ATV1)

Comment: @Purpose:

To update the claims connection database with any authorization  
information received from the trading partner.

@Operational Method:

- Wait indefinitely for the next DQAM61V1 data queue entry with a key of  
'ATC'.

- IF the receive data queue entry is a shutdown request, send that  
request to data queue DQANDST to inform the distributed send program it has ended.

- IF the receive data queue entry is a non-shutdown request THEN
- Open programs files, if not previously opened.
  - Read the transaction data set records from AMAPP and  
and populate the associated record format.
  - IF authorization is a change request and there's no ticket update  
the reservation.
  - IF authorization is a change request and there is a ticket, update  
the ticket. Communicate this change to ARMS by  
forwarding a data queue entry to DQAM60V1.
  - IF authorization is an add or transfer request and there's no  
ticket, create the reservation. Communicate this change to  
ARMS by forwarding a data queue entry to DQAM60V1.
  - IF authorization is an add or transfer request and there is a  
ticket,  
create the ticket. \*\*\*Can't happen.

ENDIF

@Improvement Opportunity:

## ARMS Process Report

- Use program status data structure to retrieve program name.

@Files (CRUD)

ZLIFM#1	(-R--)
CCEMP	(-R--)
CUSTMAST	(-R--)
DROFLF1	(-R--)
CCEXTCTL	(C---)
CCEXTDTL	(C---)
AMAPP	(C---)
CCINST	(C---)
CCSURDTL	(CR-D)
CCRES	(CRU-)
CCNUM	(-RU-)
CCMASTER	(CRU-)

@Notes:

- This programs only runs on the Central machine.
- The request(s) sent by the Rental Management Trading Partner can either be an authorization adds(AT-Add) or authorization changes (AT-Chg). There are three types of authorization adds: 1) An unsolicited authorization. 2) Authorization on a prior vendor authorization request. 3) Authorization for an open ticket (Vendor over-ride)
- Presently there is a business limitation where you can not authorize an existing open ticket.

### Process

Hierarchical numeric ID: 1.1.1.1.5.2.2

Coded name: CC00EXV1

Name: PGM Interface CC with Rental Extension/Termination of Authorization (CC00EXV1)

Comment: @Purpose:

To update the claims connection database with any rental extension information received from the trading partner in the function group type 'EX'.

@Operational Method

- Wait indefinitely for the next DQAM61V1 data queue entry with a key of 'EXC'.
- Open programs files, if not previously opened.
- IF the receive data queue entry is a shutdown request, send that request to data queue DQANDST to inform the distributed send program it has ended.
- IF the receive data queue entry is a non-shutdown request THEN
  - Read the transaction data set records from AMAPP and populate the associated record format.
  - Retrieve ARMS trading partner profile information through the use of ARMS data retrieval program(AM2090V1)
  - IF extension is an extension request THEN
    - Calculate new extension date.
    - Generate associated text message for the history file.
    - Re-calculate bill-to and bill-from dates.
- ENDIF
- IF extension is a termination request THEN



## ARMS Process Report

- Validate termination date received
- Generate associated text message for the history file.

ENDIF

ENDIF

@Files:

CCEXTCTL (CRU-)  
CCEXTDTL (C---)  
CCMASTER (-RU-)  
AMAPP (-R--)  
REQSTCTL (CRU-)

@Improvement Opportunity

- Use program status data structure to retrieve program name.

@Constants

CONST('Rental Extended Until:')  
CONST('Rental Terminated On:')  
CONST('OVRDBF FILE(CCMaster) WAITRCD(\*IMMED)')  
CONST('DLTOVR FILE(CCMaster)')  
CONST('OVRDBF FILE(CCEXTCTL) WAITRCD(\*IMMED)')  
CONST('DLTOVR FILE(CCEXTCTL)')  
CONST('OVRDBF FILE(CCEXTDTL) WAITRCD(\*IMMED)')  
CONST('DLTOVR FILE(CCEXTDTL)')

@Notes:

- This program only runs on the centralized financial system(Central).
- The request(s) sent by the Rental Management Trading Partner can either be an extension or termination.

### Process

Hierarchical numeric ID: 1.1.1.1.5.2.3

Coded name: CC00CNV1

Name: PGM Interface CC with Rental Cancellation of Authorization (CC00CNV1)

Comment: @Purpose:

To process cancellation requests received from the trading partner in the functional group type 'CN'.

@Operational Method

- Wait indefinitely for the next DQAM61V1 data queue entry with a key of 'CNC'.

- Open programs files, if not previously opened.

- IF the receive data queue entry is a shutdown request, close program files and send that request to data queue DQANDST to inform the distributed send program it has ended.

- IF the receive data queue entry is a non-shutdown request THEN

- Read the transaction data set records from AMAPP and  
and populate the associated record format.

- IF record not available THEN

## ARMS Process Report

```
- send transaction request back to DQAM61V1.
ELSE
- Delete reservation record from file(CCRES).
- Generate associated text message for the history file.
ENDIF
ENDIF
```

@Improvement Opportunity:

- Use program status data structure to retrieve program name

@Constants/Embedded Data

FILE( ) WAITRCD(\*IMMED)

@Files:

AMAPP (-R--)  
CCINST (CR--)  
CCRES (-R-D)  
CCDIRBIL (-R-D)

### Process

Hierarchical numeric ID: 1.1.1.1.5.2.43

Coded name: VFYOBJ

Name: PGM Verify Objects Existence (VFYOBJ)

Comment: @Purpose:

To determine if the specified object exists on the host platform.

@Operational Method:

- Check for the objects existence, return a code of '1' when object not found.

@Notes:

- This program is used by programs written in languages other than the CL to take advantage of the CHKOBJ CL command.

### Process

Hierarchical numeric ID: 1.1.1.1.6

Coded name:

Name: AUT Generate Vendor Authorization Maintenance Request (AC/RA/RC/RE/RN/TR/VM)

Comment: @Definition: The automatic process of dispatching data queue entries for appropriate programs to generate the required record formats(data set) to be sent to a Rental Management Trading Partner in response to an action by the Rental System or in response to some communication received from the Rental Management Trading Partner. (This includes ECARS and Claims Connection)

### Process

Hierarchical numeric ID: 1.1.1.1.6.1

Coded name:

Name: AUT Generate Claims Connection Authorization Maintenance Request (AC/RA/RC/RE/RN/TR)

## ARMS Process Report

Comment: @Definition: The automatic process of dispatching data queue entries for appropriate programs to generate the required record formats(data set) to be sent to a Rental Management Trading Partner in response to an action by the Rental System or in response to some communication received from the Rental Management Trading Partner.

### Process

Hierarchical numeric ID: 1.1.1.1.6.1.1  
Coded name: CC00TRV1  
Name: PGM Generate CC Transfer Request (CC00TRV1)  
Comment: @Purpose:

To generate authorized reservation transfer (functional group type AT-Transfer) group type transaction data sets for sending to another Rental application system in response to a Claims Connection Rental System user requesting a transfer of an authorized reservation to an Enterprise Rent-A-Car rental group's rental functional site/branch.

#### @Operational Method:

- Receive the next DQAM60V1 data queue entry with the key value of 'TRC' (for Claims Connection) in infinite wait mode.
- If the received data queue entry is a shutdown request, send that data queue entry to the DQANDST data queue to inform the AM0106 program that this program's shutdown has been completed and end the program.
- If the received data queue entry is a non-shutdown request, then from the data queue entry's Rental Location's Group ID and the Reservation ID passed, retrieve record from the CCRES rental reservation file.
- Populate the associated record formats' fields as follows:
  - Load the retrieved reservation's Transferred To Location Group/Branch ID to the COMD01 Comment Format's Comment Text with the COMTX data structure preformatted comment text immediately after the word "to".
  - Populate the ADJD01 data structure with the reservation's Bill-To Attention Name, Phone and Extension, the Bill-To Street Address, City, State and Postal Code.
  - If adjustor name or phone/extension fields of the ADJD01 record format are blank or zeroes, then retrieve the reservation's associated instructions file records for sequence 001 and extract and load this adjustor information from that instruction text line.
  - Load every non-blank reservation's associated CCINST Instruction file record's Instruction text field value to a COMD01 comment record format's comment field.
  - Load the RNTD01 Renter Detail and AUTD01 Authorization Detail record formats' fields with the associated fields' values of the retrieved CCRES file record.
  - If the retrieved CCRES file record's Repair Shop Name is not blank, then load that field value and its associated contact name and telephone number to the RPRD01 Repair Detail record format.
  - Load the retrieved CCRES file record's Renter's Car (Vehicle being replaced) Year (of Manufacture) and associated Make/Model and Date of Loss field values to their associated fields in the RNTD02 Renter Detail #2 record format.
  - Load the retrieved CCRES file record's Work Phone, Home Phone and Social Security Number field values to their associated fields in the RNTD02 Renter Detail #2 record format's fields.

## ARMS Process Report

- If this transfer is NOT going to Claims Connection, transfer each associated electronic message detail file records field value to their associated CBKD01 record format's fields.

- If attempt to retrieve the associated CCEXTCTL Callback Control file record is successful and its record type is "R" (Reservation), transfer each of its Callback Type Codes and their associated Status Code field values to their associated CBKC01 Callback Control record format's fields. Likewise, if such a callback control format was loaded, then for every associated CCEXTDTL Callback Detail file record retrieved, transfer its Note #1 and Note #2 field values, along with the note's type original creation date, time, Employee ID and Program ID, to their associated CBKD01 Callback Detail record format's fields.

- Delete all associated CCSURDTL Surcharge Detail file records.
- Delete all associated CCEXTDTL Callback Detail file records.
- Delete the associated CCEXTCTL Callback Control file record.

- Write all of the non-blank record formats of the authorized reservation transfer (AT-Transfer) group type transaction data set to ANDIST transaction data set output file for sending from the distributed rental application system host platform to the ARMS centralized host computer system platform.

- Sends the written authorized reservation transfer (AT-Transfer) group type transaction data set record formats' key value to the ANDIST output file's associated DQANDST data queue.

- Sends the received input data queue entry back to the DQAM60V1 Dispatch data queue with the key value of 'DIS' as a feedback method to the AM0060V1 dispatch program to indicate that the dispatch task has been completed.

@Files: (CRUD) [When is shown as (----), this is used as an externally-defined data structure.]

```

- ARMSDATA      (----)
- ARMSKEY       (----)
- DQAM60V1      (----)
- APPD01V1      (----)
- ADJD01V1      (----)
- AUTD01V1      (----)
- COMD01V1      (----)
- INSD01V1      (----)
- RNTD01V1      (----)
- RNTD02V1      (----)
- RPRD01V1      (----)
- CBKC01V1      (----)
- CBKD01V1      (----)
- $#EMACH       (----)
- CCINST        (-R--)
- CCRES         (-R--)
- CCSURDTL      (-R-D)
- CCEXTCTL      (-R-D)
- CCEXTDTL      (-R-D)
- ANDIST        (C---)

```

@Embedded Constant:

COMTX 'ARMS reservation transferred from Claims Connection to

@Notes:

## ARMS Process Report

- This program does not use the INSD01 format, but the EC00TRV1 program does.

- This program is only executed as an ARMS never-ending batch program in the ARMS subsystem only on the distributed host computer system platform where Claims Connection Rental System application database resides. This program is currently submitted by the ARMS Start-Up Job (CLL810) when executed on the system known as "CENTRAL" host computer system platform. This never-ending batch program ends normally when a shutdown data queue entry is received as input.

### Process

Hierarchical numeric ID: 1.1.1.1.6.1.2

Coded name: CC00RNV1

Name: PGM Generate CC Rental Notification (CC00RNV1)

Comment: @Purpose: To generate an opening or closing rental notification, functional group type 'RN' transaction data sets for sending to the Trading Partner host application system in response to a renter starting or ending the rental contract with a third-party rental vendor other than Enterprise Rent-A-Car.

#### @Operational Method:

- Receive the next DQAM60V1 data queue entry with the key value of 'RNC' in infinite wait mode.

- If the received data queue entry is a shutdown request, send that data queue entry to the DQANDST data queue to inform the AM0106 program that this program's shutdown has been completed and end the program.

- If the received data queue entry is a non-shutdown request with an action code of '3', then retrieve the record from the CCMaster open rental contract/ticket file and populate the associated record formats' fields, leaving the End Date and End Time fields initialized to zeroes.

- If the received data queue entry is a non-shutdown request with an action code of '4', then retrieve the record from the CCCLSC closed rental contract/ticket file and populate the associated record formats' fields, leaving the Start Date and Start Time fields initialized to zeroes.

- Load the OFFD01V1 format with the passed data queue entry's contract/ticket ID and its location, along with the retrieved shipping name, street address, city, state, postal code and toll-free telephone number for the Claims Connection office.

- Write Rental Notification (RN) group type transaction data set records to transaction data set output file for sending from the distributed rental application system host platform to the ARMS centralized host computer system platform.

- Sends the written Rental Notification group type transaction set record formats' key value to the ANDIST output file's associated DQANDST data queue.

- Sends the received input data queue entry back to the DQAM60V1 Dispatch data queue with the key value of 'DIS' as a feedback method to the AM0060V1 dispatch program to indicate that the dispatch task has been completed.

#### @Files:

## ARMS Process Report

- OFFDRB (-R--)  
- CCMaster (-R--)  
- CCCLSC (-R--)  
- ANDIST (CRU-)

@Embedded Constant:

'7680' is the sole Group/Branch ID key value used to access its street/city/state address from the Branch Office Directory file (OFFDRB) at the beginning of the program.

8002277800 as the overriding telephone number loaded into all ELCD01:ELCPHN fields.

### Process

Hierarchical numeric ID: 1.1.1.1.6.1.3

Coded name: CC00RCV1

Name: PGM Generate CC Request for Authorization Cancellation (CC00RCV1)

Comment: @Purpose:

To generate a requests for authorization cancellation, functional group type 'RC', transaction data sets for sending to the Trading Partner host application system.

@Operational Method:

- Receive the next DQAM60V1 data queue entry with the key value of 'RCC' in infinite wait mode.

- If the received data queue entry is a shutdown request, send that data queue entry to the DQANDST data queue to inform the AM0106 program that this program's shutdown has been completed and end the program.

- If the received data queue entry is a non-shutdown request with an action code of '6', then load the APPD01V1 record format's Add/Change/Transfer Code with "P", else load it with a blank. (Unsure this is currently needed since AM0046V1 does not reference any actions base on APPCDE with a "P" or blank value.)

- Write request for authorization cancellation (RC) group type transaction data set records to transaction data set output file for sending from the distributed rental application system host platform to the ARMS centralized host computer system platform.

- Sends the written request for authorization cancellation (RC) group type transaction set record formats' key value to the ANDIST output file's associated DQANDST data queue.

- Sends the received input data queue entry back to the DQAM60V1 Dispatch data queue with the key value of 'DIS' as a feedback method to the AM0060V1 dispatch program to indicate that the dispatched task has been completed.

@Notes: This program is only executed as an ARMS never-ending batch program in the ARMS subsystem only on the host computer system platform where Claims Connection Rental System application database resides. This program is submitted by the ARMS Start-Up Job (CLL810) when executed on the "CENTRAL" host computer platform. This never-ending batch program ends normally when a shutdown data queue entry is received as input.

@Files:

## ARMS Process Report

- ANDIST (C---)

### @Improvement Opportunity:

There is no real difference in this program and the CC00RCV1 program. With a minor change in the retrieved data queue entry key value's third position ("B" vs. "C") and the loading of the APPSRC field with that same value, there is no differences between these programs.

### Process

Hierarchical numeric ID: 1.1.1.1.6.1.4

Coded name: CC00REV1

Name: PGM Generate CC Request for Authorization Extension (CC00REV1)

Comment: @Purpose:

To generate rental extension request, functional group type, 'RE' transaction data set for sending to the Trading Partner.

### @Operational Method

- Wait indefinitely for the next DQAM60V1 data queue entry with a key of 'REC'.

- IF the receive data queue entry is a shutdown request, close program files and send that request to data queue DQANDST to inform the distributed send program it has ended.

- IF the receive data queue entry is a non-shutdown request THEN
  - Retrieve the necessary data base records
  - IF extension request criteria met THEN
    - Build the record formats,  
write the record to the distribution transaction file (ANDIST).
    - Send a data queue entry on to the Distributed Send to Centralized data queue (DQANDST).

ENDIF

- Send a data queue entry to Dispatch Data Queue (DQAM60V1) with a key of 'DIS' to finish the request.

ENDIF

### @Files:

CCEXTCTL (-R--)  
CCEXTDTL (-R--)  
CCMASTER (-R--)  
REQSTCTL (CRU-)  
ANDIST (C---)

### @Notes:

- This program only runs on the centralized finicial system(Central).
- Application Data Set Formats
  - APPD01 - Enterprise internal format
  - VEDD01 - Vendor Extension format
  - COMD01 - Comment detail format
  - RPRD01 - Repair detail format

## ARMS Process Report

### Process

Hierarchical numeric ID: 1.1.1.1.6.1.5

Coded name: CC00RAV1

Name: PGM Generate CC Request for Authorization Maintenance (CC00RAV1)

Comment: @Purpose:

To generate an Authorization Request, functional group type, 'RA' transaction set for sending to the Trading Partner.

#### @Operational Method

- Wait indefinitely for the next DQAM60V1 data queue entry with a key of 'RAC'.

- IF the receive data queue entry is a shutdown request, close program files and send that request to data queue DQANDST to inform the distributed send program it has ended.

- IF the receive data queue entry is a non-shutdown request THEN
  - Using the action code set the routing for the transaction
  - IF request is on a ticket THEN
    - IF ticket is 'open' then
      - Retrieve the open ticket data base records (CCMASTER)
      - Retrieve the Rental Management Trading Partner profile specifics
      - Build the applicable record format(s), writing the records to the distribution transaction

file(ANDIST).

partner

(Only build RATD01 record format if trading partner profile indicates it).

ELSE

- Retrieve the closed ticket data base records (CCCLSC)
- Retrieve the Rental Management Trading Partner profile specifics
- Build the applicable record format(s), writing the records to the distribution transaction

file(ANDIST).

(Only build RATD01 record format if trading partner profile indicates it).

ENDIF

ELSE

- Retrieve the reservation data base records (CCRES)
- Retrieve the Rental Management Trading Partner profile specifics
- Build the applicable record format(s), writing the records to the distribution transaction file(ANDIST).

ENDIF

- Send a data queue entry on to the Distributed Send to Centralized data queue (DQANDST).
- Send a data queue entry to Dispatch Data Queue (DQAM60V1) with a key of 'DIS' to finish the request.

ENDIF

@Files:



## ARMS Process Report

CCMASTER (-R--)  
CCCLSC (-R--)  
CCRES (-R--)  
CCINST (-R--)  
OFFDRB (-R--)  
ANDIST (C--)

### @Notes:

- This program only runs on the centralized financial system(Central).
- Application Data Set Formats
  - APPD01 - Enterprise internal format
  - AUTD01 - Authorization detail format
  - COMD01 - Comment detail format
  - RATD01 - Rate detail format
  - RNTD01 - Renter detail 1 format
  - RNTD02 - Renter detail 2 format
  - RPRD01 - Repair detail format
  - INSD01 - Insured detail format
  - ELCD01 - Arms vendor location

### Process

Hierarchical numeric ID: 1.1.1.1.6.1.11  
Coded name: CC00ACV1  
Name: PGM Generate CC Authorization Confirmation (CC00ACV1)  
Comment: @Purpose:

To generate an Authorization Confirmation, functional group type (AC), transaction set that informs the Trading Partner of the authorization confirmation number and the Enterprise location that is handling the insurance replacement.

### @Operational Method:

- Wait indefinitely for the next DQAM60V1 data queue entry with a key of 'ACC'.
- IF the receive data queue entry is a shutdown request, close program files and send that request to data queue DQANDST to inform the distributed send program it has ended.
- IF the receive data queue entry is a non-shutdown request THEN
  - Construct the necessary record format, write the record to the distribution transaction file(ANDIST)
  - Send a data queue entry on to the Distributed Send to Centralized data queue(DQANDST).
  - Send a data queue entry to Dispatch Data Queue(DQAM60V1) with a key of 'DIS' to finish the request.

### @Improvement Opportunity:

- Use program status data structure to retrieve program name

### @Embedded Constant:

'7680' - default location  
'8002277800' - default location phone#  
'CC00ACV1' - Program name

## ARMS Process Report

### @Files:

OFFDRB            (-R--)  
ANDIST            (CRU-)

### @Notes:

- This program only runs on the CENTRAL machine.
- Application Data Set Formats
  - APPD01 - Enterprise internal format
  - ELCD01 - Arms vendor location

### Process

Hierarchical numeric ID:        1.1.1.1.6.2

Coded name:

Name: AUT Generate ECARS Authorization Maintenance Request (AC/RA/RC/RE/RN/TR/VM)

Comment:    @Definition: The automatic process of dispatching data queue entries for appropriate programs to generate the required record formats(data set) to be sent to a Rental Management Trading Partner in response to an action by the Rental System or in response to some communication received from the Rental Management Trading Partner.

### Process

Hierarchical numeric ID:        1.1.1.1.6.2.3

Coded name: EC00VMV1

Name: PGM Generate EC Vendor Message (EC00VMV1)

Comment:    @Purpose:

To generate a vendor message functional group type, 'VM', transaction data sets for sending an electronic message from the rental agent to the trading partner.

#### @Operational Method:

- Receive the next DQAM60V1 data queue entry with the key value of 'VMB' in infinite wait mode.
- If the received data queue entry is a shutdown request, send that data queue entry to the DQANDST data queue to inform the AM0106 program that this program's shutdown has been completed and end the program.
- If the received data queue entry is a non-shutdown request, then load the APPD01V1 record format and for every RACMSD record read by the passed Group/Branch ID and the non-blank Ticket ID prefixed with a "D" (or if ticket is blank the passed Reservation ID prefixed with a "R"), load a COMD01V1 record format and update the RACMSD file record's MESSAGE STATUS field with the value 'O' (Output).
- Write vendor message (VM) group type transaction data set records to ANDIST transaction data set output file for sending from the distributed rental application system host platform to the ARMS centralized host computer system platform.
- Send the written vendor message (VM) group type transaction set record formats' key value to the ANDIST output file's associated DQANDST data queue.

## ARMS Process Report

- Send the received input data queue entry back to the DQAM60V1 Dispatch data queue with the key value of 'DIS' as a feedback method to the AM0060V1 dispatch program to indicate that the dispatched task has been completed.

@Files: (CRUD) (---- signifies usage as an external data structure)

- RACMSD1 (-RU-)  
- ANDIST (C---)  
- APPD01V1 (----)  
- COMD01V1 (----)  
- DQAM60V1 (----)

@Embedded Constant: Program name 'EC00VMV1'. (Could be replaced by use of the program status data structure's subfield for program.)

### Process

Hierarchical numeric ID: 1.1.1.1.6.2.4

Coded name: EC00RCV1

Name: PGM Generate EC Request for Authorization Cancellation (EC00RCV1)

Comment: @Purpose:

To generate a request for authorization cancellation functional group type, 'RC', transaction data sets for sending to the trading partner.

@Operational Method:

- Receive the next DQAM60V1 data queue entry with the key value of 'RCB' in infinite wait mode.

- If the received data queue entry is a shutdown request, send that data queue entry to the DQANDST data queue to inform the AM0106 program that this program's shutdown has been completed and end the program.

- If the received data queue entry is a non-shutdown request with an action code of '6', then load the APPD01V1 record format's Add/Change/Transfer Code with "P", else load it with a blank. (Unsure this is currently needed since AM0046V1 does not reference any actions base on APPCDE with a "P" or blank value.)

- Write request for authorization cancellation (RC) group type transaction data set records to transaction data set output file for sending from the distributed rental application system host platform to the ARMS centralized host computer system platform.

- Send the written request for authorization cancellation (RC) group type transaction set record formats' key value to the ANDIST output file's associated DQANDST data queue.

- Send the received input data queue entry back to the DQAM60V1 Dispatch data queue with the key value of 'DIS' as a feedback method to the AM0060V1 dispatch program to indicate that the dispatched task has been completed.

@Files: (CRUD)

- ANDIST (C---)

## ARMS Process Report

@Improvement Opportunity: There is no real difference between this program and the program, CC00RCV1. With a minor change in the retrieved data queue entry key value's third position ("B" vs. "C") and the loading of the APPSRC field with that same value, there is no differences between these programs.

### Process

Hierarchical numeric ID: 1.1.1.1.6.2.5  
Coded name: EC00ACV1  
Name: PGM Generate EC Authorization Confirmation (EC00ACV1)  
Comment: @Purpose:

To generate an Authorization Confirmation, functional group type, 'AC', transaction data set that informs the Rental Management Trading Partner of the authorization confirmation number and the Enterprise location that is handling the insurance replacement.

#### @Operational Method

- Wait indefinitely for the next DQAM60V1 data queue entry with a key of 'ACB'.

- IF the receive data queue entry is a shutdown request, close program files and send that request to data queue DQANDST to inform the distributed send program it has ended.

- IF the receive data queue entry is a non-shutdown request THEN
  - Construct the necessary record format, write the record to the distribution transaction file(ANDIST)
  - Send a data queue entry on to the Distributed Send to Centralized data queue(DQANDST).
  - Send a data queue entry to Dispatch Data Queue(DQAM60V1) with a key of 'DIS' to finish the request.

@Files (CRUD)  
OFFDRB (-R--)  
ANDIST (C---)

@Notes  
- Application Data Set Formats

- APPD01 - Enterprise internal format
- ELCD01 - Arms vendor location

@Improvement Opportunity  
- Use program status data structure to retrieve program name

@Constant/Embedded Data  
'EC00ACV1' - Program name

### Process

Hierarchical numeric ID: 1.1.1.1.6.2.6  
Coded name: EC00REV1  
Name: PGM Generate EC Authorization Extension Request (EC00REV1)  
Comment: @Purpose:

To generate an Extension Request, functional group type 'RE', transaction data set for sending to the Rental Management Trading Partner in response to the

## ARMS Process Report

Rental System speaking with the bodyshop and changing the contract's estimated completion date.

### @Operational Method

- Wait indefinitely for the next DQAM60V1 data queue entry with a key of 'REB'.
  - IF the receive data queue entry is a shutdown request, close program files and send that request to data queue DQANDST to inform the distributed send program it has ended.
  - IF the receive data queue entry is a non-shutdown request THEN
    - Retrieve the necessary data base records
    - IF extension request criteria met THEN
      - Build the record formats, update the database records, write the record to the distribution transaction file (ANDIST).
    - Send a data queue entry on to the Distributed Send to Centralized data queue (DQANDST).
- ENDIF
- Send a data queue entry to Dispatch Data Queue (DQAM60V1) with a key of 'DIS' to finish the request.

ENDIF

### @Notes

- Application Data Set Formats
  - APPD01 - Enterprise internal format
  - VEDD01 - Vendor Extension format
  - COMD01 - Comment detail format
  - RPRD01 - Repair detail format

### @Files (CRUD)

CB007P00	(-R--)
CB012P01	(-RU-)
RACMSG2	(-RU-)
RACMAST	(-R--)
RACSMAST	(-R--)
ECEXTCTL	(CRU-)
ANDIST	(C---)

### @Improvement Opportunity

- Use program status data structure to obtain the program name.

### @Constants/Embedded Data

- 'EC00REV1' - pgm name

## Process

Hierarchical numeric ID: 1.1.1.1.6.2.7  
Coded name: EC00RAV1  
Name: PGM Generate EC Authorization Maintenance Request (EC00RAV1)  
Comment: @Purpose:

To generate an Authorization Request functional group type, 'RA' transaction data set for sending to the Rental Management Trading Partner in response to the Rental System creating/changing a rental contract.

## ARMS Process Report

@Operational Method

- Wait indefinitely for the next DQAM60V1 data queue entry with a key of 'RAB'.
- IF the receive data queue entry is a shutdown request, close program files and send that request to data queue DQANDST to inform the distributed send program it has ended.
- IF the receive data queue entry is a non-shutdown request THEN
  - Attempt to retrieve the reservation data base records (RACBRMST)
    - IF request is on a ticket THEN
      - Retrieve the open and closed ticket database records (RACMAST, RACSMASST, RACCLSC, RACSCLC)
      - Using the action code set the routing for the transaction
    - Retrieve the Rental Management Trading Partner profile specifics
      - Build the applicable record format(s) from the database files, writes the records to the distribution transaction file. (Only build RATD01 record format if profiled.)
      - Send a data queue entry on to the Distributed Send to Centralized data queue (DQANDST).
      - Send a data queue entry to Dispatch Data Queue (DQAM60V1) with key of 'DIS' to finish the request.
  - ENDIF
  - IF request is on a reservation THEN
    - Using the action code set the routing for the
      - Retrieve the Rental Management Trading Partner profile specifics
      - Build the applicable record format(s), writing the records to the distribution transaction file. (Only build RATD01 record format if profiled)
      - Send a data queue entry on to the Distributed Send to Centralized data queue (DQANDST).
      - Send a data queue entry to Dispatch Data Queue (DQAM60V1) with a key of 'DIS' to finish the request.
  - ENDIF

@Files (CRUD)

RACMAST	(-R--)
RACSMASST	(-R--)
RACBRMST	(-R--)
RACBRIST	(-R--)
RACINS	(-R--)
RACBRWRT	(-R--)
OFFDRB	(-R--)
RACCLSC	(-R--)
RACSCLC	(-R--)
ANDIST	(C---)

### Process

Hierarchical numeric ID: 1.1.1.1.6.2.8  
Coded name: RTVEMCHA  
Name: PGM Retrieve Machine Attributes (RTVEMCHA)  
Comment: @Purpose:

To retrieve the machine attributes for the machine that this program is running on.

## ARMS Process Report

### @Operational Method:

- Retrieve the current system name (factor in emulation).
- Retrieve attributes associated to host platform.
- Return data elements to calling program.

### @Notes:

- \$#EMCAH is an external data structure used as a template for the data passed to and from.

### @Files (CRUD)

MACHID#1 (-R--)

GACTL (-R--)

### Process

Hierarchical numeric ID: 1.1.1.1.6.2.17

Coded name: AM1070V1

Name: PGM Retrieve ARMS Vehicle Class and Rate Designation (AM1070V1)

Comment: @Purpose:

To retrieve the associate rental rate amount for a given vehicle class code, OR, to retrieve an associated vehicle class code for a specified rental rate amount.

### @Operational Method:

The input parameters are: Group ID, Branch ID, Vehicle Class Code (Optional), Daily Rental Rate Amount (Optional), Effective Date (Optional - Else current system date will be used), and Control Mode ('T' = for rental contract Ticket; 'R' = for rental Reservation).

- IF an Effective Date value is not received, then retrieve and use system date for Effective Date.

- IF request is on a rental contract/ticket (Control Mode = 'T'), a valid Vehicle Class Code will be returned for the effective date sent. (Daily Rental Rate Charged Amount will always have a value when sent since it is an open or closed rental contract.)

-- Validate the rate received by comparing effective date to the rate date ranges. Then retrieve the associated vehicle class code for that rate in the National Reservations Standard Rates (NRXRAT1) file, for "I" Insurance type customers only by Group/Branch IDs, Daily Rental Rate Amount and Effective Start Date, comparing the Effective Date to being on or within the rental rate amount's Effective Start and Stop Date ranges.

-- IF all of the records are read within a Group/Branch ID and no valid records are found, then retrieve a vehicle class code by reading backwards through NXRAT1 until a valid record is found.

--- IF no valid record is found, then return blanks in the Vehicle Class Code.

--- IF a valid record is found, then verify its vehicle class code is valid by retrieving an associated record in National Reservations Car Type (NRCTY) file.

--- A valid record in the NRCTY file is a record where the Effective Date is within the Effective Start and Stop dates, inclusive.

--- IF rate and vehicle class do not match, then retrieve the class for the previous rate with a valid effective date.

- ENDIF

- IF request is on a reservation (Control Mode = 'R')

## ARMS Process Report

-- When Vehicle Class Code and Daily Rental Rate Amount (Quoted/Authorized) has been received  
--- Only validate that the Daily Rental Rate Amount (Quoted) received is compatible with the Vehicle Class Code by retrieving the daily rental rate amount's associated vehicle class code for that rate in the National Reservations Standard Rates (NRXRAT1) file, for "I" Insurance type customers only by Group/Branch IDs, Daily Rental Rate Amount and Effective Start Date, comparing the Effective Date to being on or within the rental rate amount's Effective Start and Stop Date ranges. Then find the associated vehicle class code for that daily rental rate amount.

--- IF the Daily Rental Rate Amount's Vehicle Class Code and the passed Vehicle Class Code do not match, then do not return either the rate nor vehicle class code, replace them with blanks.

- When Vehicle Class Code received, the associated Rate Amount will be returned if a valid record is found within the effective date.

- Validate the Vehicle Class Code received, then find the associated vehicle daily rental rate for that class.

IF rate and vehicle class do not match, then do not return either rate or class.

\*\* This option is not return values when found. Issue will be written and submitted.

- When Rental Rate Amount received, an attempt will be made to find a valid vehicle class.

- Validate the rate received by comparing effective date to the rate date ranges. Then find the associated vehicle class code for that rate.

IF rate and vehicle class do not match, then do not return either rate or class.

ENDIF

@Notes:

When indicating that Vehicle Class Code and Rental Rate Amount not returned, it means that these fields will be cleared to their lowest possible values, blanks and zeroes respectively.

Sometimes there are multiple vehicle types for any given Group ID, Branch ID, and Vehicle Class Code. However, this program has been changed to allow a rate to be returned correctly when this situation occurs.

@Files: (CRUD)

NRXRATES (-R--) by both logical access paths: NRXRAT1 and NRXRAT2.

NRCTYP (-R--) by both logical access paths: NRCTY and NRCTL2.

### Process

Hierarchical numeric ID: 1.1.1.1.6.2.20

Coded name: ECCBBSM

Name: PGM Maintain Consolidated Body shop Callbacks Control File for ARMS (ECCBBSM)

Comment: @Purpose: To maintain the consolidated body shop callback information.

@Operational Method:

- This program accepts a parameter list that contains specific data elements as it relates to the callback (group, branch, ticket #, type, status, completion date, shop info, etc.) and updates the rental system (ECARS) data base file.



## ARMS Process Report

- Determine tasks to be performed based on the control field value passed:

- 'X' = Exit program
- 'C' = Retrieve callback information from database and return to calling program
- 'D' = Delete callback
- 'K' = Check if callback exists
- 'L' = Lock callback from other users
- 'U' = Update callback with the passed information

@Files:

RACCBBS            (CRUD)

### Process

Hierarchical numeric ID:        1.1.1.1.6.2.22

Coded name: UTS001A

Name: PGM Generate Century for DOB (UTS001A)

Comment:    @Purpose: To convert a six character date of birth to an eight character date with the correct century.

@Operational Method:

- this program accepts a parameter list from which a date is received as YYMMDD and converted to CCYYMMDD.
- Set base line date (current date minus 1)
- Load current date century into output date of birth century.
- IF the passed date of birth with the concatenated century is greater than the base line date, subtract 1 from the date of birth century.
- Return converted (CCYYMMDD) date of birth.

### Process

Hierarchical numeric ID:        1.1.1.1.6.2.24

Coded name: EC00TRV1

Name: PGM Generate EC Transfer Request (EC00TRV1)

Comment:    @Purpose:

To generate authorized reservation transfer (AT-Transfer) functional group type transaction data sets for sending to another Rental application system in response to a rental user transferring an authorized reservation to a different rental functional site (group).

@Operational Method:

- Receive the next DQAM60V1 data queue entry with the key value of 'TRB' (Transfers from Enterprise Branch Rental System) in infinite wait mode.

- If the received data queue entry is a shutdown request, send that data queue entry to the DQANDST data queue to inform the AM0106 program that this program's shutdown has been completed and end the program.

- If the received data queue entry is a non-shutdown request, then from the data queue entry's Rental Location's Group ID and the Reservation ID passed, retrieve record from the RACBRMST rental reservation file.

## ARMS Process Report

- Populate the associated record formats' fields as follows:
  - IF the retrieved reservations closing Group/Branch ID is '7680' (Claims Connection), then load the COMD01 Comment Format's Comment Text with the COM002 data structure preformatted comment text and insert the reservation's Pickup Group/Branch immediately after the word "from", else load the COM003 data structure preformatted comment text with the inserted reservation's Pickup Group/Branch ID immediately after the word "from" and insert the reservation's closing Group/Branch ID after the word "to".
  - Populate the ADJD01 data structure with the reservation's Bill-To Attention Name, Phone and Extension, the Bill-To Street Address, City, State and Postal Code.
  - IF adjustor name or phone/extension fields of the ADJD01 record format are blank or zeroes, then retrieve the reservation's associated instructions file records for sequence 001 and extract and load this adjustor information from that instruction text line.
  - Load every non-blank reservation's associated instruction file record that has a sequence number 002 through 096 as a COMD01 comment record format.
  - Load the associated RACINS Renter Insurance Coverage file record's Policy ID and Policy Expiration date to the INSD01 Insured record format.
  - Load the retrieved RACBRIST file's 996 - 998 record's Insured name, address to the INSD01 record format fields.
  - IF the INSD01 record format's Policy ID and its expiration date is blank/zero, then load them from the RACBRIST file records' Policy ID and Expiration Date.
  - Load the RNTD01 Renter Detail and AUTD01 Authorization Detail record formats' fields with the associated fields' values of the retrieved RACBRMST file record.
  - If the retrieved RACBRMST file record's Repair Shop Name is not blank, then load that field value and its associated contact name and telephone number to the RPRD01 Repair Detail record format.
  - Attempt to retrieve the associated RACBRWRT Reservation Pre-Write file record and load its Date of Birth field value to the same field in the AUTD01 record format's same field.
  - If the retrieved RACBRMST file record's Renter's Car (Vehicle being replaced) Year (of Manufacture) is non-blank, then load that field value and its associated Make/Model and Date of Loss field values to their associated fields in the RNTD02 Renter Detail #2 record format.
  - If the retrieved RACBRMST file record's Work Phone, Home Phone or Social Security Number field values are not zeros or blanks, then also load those values to their associated fields in the RNTD02 Renter Detail #2 record format.
  - For every associated RACCBDET Callback Detail file record retrieved, transfer its Note #1 and Note #2 field values, along with the note's type original creation date, time, Employee ID and Program ID, to their associated CBKD01 Callback Detail record format's fields.
  - If this transfer is NOT going to Claims Connection, transfer each associated electronic message detail file records field value to their associated CBKD01 record format's fields.
  - If attempt to retrieve the associated CB007P00 Callback Control file record is successful, transfer each of its Callback Type Codes and their associated Status Code field values to their associated CBKC01 Callback Control record format's fields.
- Write all of the non-blank record formats of the authorized reservation transfer (AT-Transfer) group type transaction data set to ANDIST transaction data set output file for sending from the distributed rental application system host platform to the ARMS centralized host computer system platform.
- Sends the written authorized reservation transfer (AT-Transfer) group type transaction data set record formats' key value to the ANDIST output file's associated DQANDST data queue.

## ARMS Process Report

- Delete all associated ECSURCHG Surcharge Detail file records.
- Delete all associated RACMSC Electronic Message Control file records.
- Delete the associated CB012P Electronic Message Detail file record.
- Delete the associated RACCBK3 Callback Consolidation Skeleton file

record.

- Delete all associated RACCBDET Callback Detail file records.
- Delete all associated RACPAYOP Open Payments file records.

- Sends the received input data queue entry back to the DQAM60V1 Dispatch data queue with the key value of 'DIS' as a feedback method to the AM0060V1 dispatch program to indicate that the dispatch task has been completed.

### @Notes:

Do not write INSD01 format for a transfer of an authorized reservation for a claimant, since the AT-Add had updated the claimant's insurance information to create a RACINS (ECR Renter's Insurance Detail) record without loading the INSURED NAME and CITY/ST/ZIP. However, when the branch reservation is transferred, this program loaded the INSD01 record format with this insured information from RACINS but the INSURED NAME, CITY/ST/ZIP and RECORD FORMAT ID were not loaded since they are blanks. This is because that information is not available at the time of the transfer. This is to prevent the AT-Transfer from being rejected in AM0025V1.

@Files: (CRUD) [When is shown as (----), this is used as an externally-defined data structure.]

- ARMSDATA (----)
- ARMSKEY (----)
- DQAM60V1 (----)
- APPD01V1 (----)
- ADJD01V1 (----)
- AUTD01V1 (----)
- COMD01V1 (----)
- INSD01V1 (----)
- RNTD01V1 (----)
- RNTD02V1 (----)
- RPRD01V1 (----)
- CBKC01V1 (----)
- CBKD01V1 (----)
- \$#EMACH (----)
- RACBRMST (-R--) Opened with the OVRDBF
- RACBRIST (-R--) Opened with the OVRDBF
- RACINS (-R--) Opened with the OVRDBF
- RACBRWRT (-R--) Opened with the OVRDBF
- RACCBK3 (-R-D) Opened with the OVRDBF
- RACCBcoc (-R-D) Opened with the OVRDBF
- RACPAYOP (-R-D) Opened with the OVRDBF
- ECSURCHG (-R-D) Opened with the OVRDBF
- CB007P00 (-R-D) Opened with the OVRDBF
- RACCBDET (-R-D) Opened with the OVRDBF
- RACMSC (-R-D) Opened with the OVRDBF
- CB012P00 (-R-D) Opened with the OVRDBF
- RACPAYCL (C---) Opened with the OVRDBF
- ANDIST (C---) Opened with the OVRDBF

### @Constants as Compile-Time Data:

OVRDBF FILE( ) WAITRCD(\*IMMED)

## ARMS Process Report

YES	C	CONST('Y')
NO	C	CONST('N')
OFF	C	CONST('0')
ON	C	CONST('1')
Process/shutdown codes		
TR	C	CONST('TR')
SD	C	CONST('SD')
TSTDWN	C	CONST('*DOWN')
Format Names		
APPDF1	C	CONST('APPD01')
ADJDF1	C	CONST('ADJD01')
AUTDF1	C	CONST('AUTD01')
INSDF1	C	CONST('INSD01')
RNTDF1	C	CONST('RNTD01')
RNTDF2	C	CONST('RNTD02')
RPRDF1	C	CONST('RPRD01')
COMDF1	C	CONST('COMD01')

Pre-formatted comment text:

COM002	'ARMS reservation transferred from	to Claims	'
COM003	'ARMS reservation transferred from	to	'

### Process

Hierarchical numeric ID: 1.1.1.1.6.2.25

Coded name: EC00RNV1

Name: PGM Generate EC Rental Notification (EC00RNV1)

Comment: @Purpose:

To generate an opening or a closing rental notification functional group type, 'RN', transaction data sets for sending to a Rental Management Trading Partner host application system.

@Operational Method:

- Receive the next DQAM60V1 data queue entry with the key value of 'RCB' in infinite wait mode.

- If the received data queue entry is a shutdown request, send that data queue entry to the DQANDST data queue to inform the AM0106 program that this program's shutdown has been completed and end the program.

- If the received data queue entry is a non-shutdown request with an action code of '3', then attempt to retrieve the record from the RACMAST open rental contract/ticket file first. If not found attempt to retrieve from QRACCLSQ. Populate the associated record formats' fields including loading the Contract Date to Start Date field and Time Out of Rental Segment #1 to the Start Time field, leaving the End Date and End Time fields initialized to zeroes to signify this is an opening rental notification.

- If the received data queue entry is a non-shutdown request with an action code of '4', then retrieve the record from the QRACCLSQ closed rental contract/ticket file and populate the associated record formats' fields including the End Date and End Time fields, leaving the Start Date and Start Time fields initialized to zeroes to signify this is a closing rental notification.

- If the received data queue entry is a non-shutdown request with an action code of '5', then attempt to retrieve the record from the RACMAST open rental contract/ticket file first. If not found attempt to retrieve from QRACCLSQ.

## ARMS Process Report

Populate the associated record formats' fields including the End Date and End Time fields, leaving the Start Date and Start Time fields initialized to zeroes to signify this is a closing rental notification.

- If the received data queue entry is a non-shutdown request with an action code of other than the previously specified values or there was no successful database retrieval, then generate a formatted program dump, call/execute AM0097 program to notify the ARMS On-Call of this failure and reject the transaction for further processing.

- Load the OFFD01V1 format with the passed data queue entry's contract/ticket ID and its location, along with the retrieved shipping name, street address, city, state, postal code and the telephone number for that Enterprise Rent-A-Car rental office.

- Write Rental Notification (RN) group type transaction data set records to transaction data set output file for sending from the distributed rental application system host platform to the ARMS centralized host computer system platform.

- Send the written Rental Notification group type transaction set record formats' key value to the ANDIST output file's associated DQANDST data queue.

- Sends the received input data queue entry back to the DQAM60V1 Dispatch data queue with the key value of 'DIS' as a feedback method to the AM0060V1 dispatch program to indicate that the dispatch task has been completed.

@Files: (CRUD)

- OFFDRB (-R--)
- RACMAST (-R--)
- QRACCLSQ (-R--)
- ANDIST (C---)

@Constants:

'7680' is the sole Group/Branch ID key value used to access its street/city/state address from the Branch Office Directory file (OFFDRB) at the beginning of the program.

8002277800 as the overriding telephone number loaded into all ELCD01:ELCPHN fields.

### Process

Hierarchical numeric ID: 1.1.1.1.7

Coded name:

Name: AUT Send Transaction for Centralized Processing (AM106 - AM105)

Comment: @Definition: The automatic process of sending the transaction data set from the distributed machine to the centralized machine for processing, via ICF files.

### Process

Hierarchical numeric ID: 1.1.1.1.7.1

Coded name: AM0106

Name: PGM Send Transaction for Centralized Processing (AM0106)

Comment: @Purpose:

To send transaction data sets from the Distributed machine to the Centralized machine for processing.

## ARMS Process Report

@Operational Method:

- Acquire the program device 'AM0106'
- Wait indefinitely for the next DQANDST data queue entry
- IF the receive data queue entry is a shutdown request
  - Increment counter. When the count equals the number of ARMS never ending transaction programs running on that host platform close program files and send that request to ICF device AM0106 to inform the centralized receive program that AM0106 has

ended.

- Submit job for error report and history file update(CLL797).
- ENDIF
- IF the receive data queue entry is a non-shutdown request
    - Retrieve the application transaction data set records
    - Write the data set to ICF device AM0106 to send transaction data set to the centralized ARMS host platform
- ENDIF.

@Notes: This program is currently evoked from the executing Receive Transaction from Distributed Host System (AM0105) program on the centralized ARMS host platform to be the source of the sender linked ICF communication session. Presently, the distributed rental system host platform are all systems excluding BIRELAND, VGERMANY, and UK.

@Files: (CRUD)

- ANDIST (-R--)
- AMVRGTST (-R--)

### Process

Hierarchical numeric ID: 1.1.1.1.7.2

Coded name: AM0105

Name: PGM Receive Transaction from Distributed Host System (AM0105)

Comment: @Purpose:

To receive transaction data sets from the distributed rental system host platform on the ARMS centralized host platform.

@Operational Method:

- When starting the program, attempt to acquire the device up to 5 times with a one minute delay between each try before signalling an error.
  - Receive input transaction from the distributed rental system host platform
  - IF data was received
    - IF transaction data set is equal to Vendor Error(ER) or Vendor Office Information(OF)
      - Write records to pre-package file(AMPACK)
      - Send data queue entry to pre-package (DQAMPKG)
    - ELSE
      - Write records to Edit Transaction file(AMSET)
      - Send data queue entry to Transaction Editor (DQAM25)
- ENDIF

## ARMS Process Report

ELSE

- IF shutdown request receive
  - Send data queue entry to Transaction Editor(DQAM25)

ENDIF

- Release Device

ENDIF

@Files: (CRUD)

- AMPACK (C---)
- AMSET (C---)

@Notes: It is currently submitted by the Start-Up ARMS Jobs (CLL810) program on the centralized ARMS host platform to be executed with a single 1-character input parameter of the distributed System (Machine) ID to start linked ICF communication session. Presently, the distributed rental system host platform are all systems excluding BIRELAND, VGERMANY, and UK.

### Process

Hierarchical numeric ID: 1.1.1.1.7.3

Coded name:

Name: DTQ Input to AM106 (DQANDST)

Comment: @Definition: DQANDST is a data queue used to provide input to PGM AM0106 which sends transactions from the distributed machine to the centralized processing machine.

### Process

Hierarchical numeric ID: 1.1.1.1.7.7

Coded name: CLL797

Name: PGM Completed Errors Report (CLL797)

Comment: @Purpose: This program is one of the programs along with AM0797 and AM0099 that were intended to implement Tom Stratton's error handler system for error capture and response.

@Operational Method:

- Read files ANDQER and AMERDT to gather the details for any error that was marked as completed in AM0099.

@Notes: These programs are not used at this time even though they are on production systems. Essentially this was an implementation failure due to complexity and user friendliness issues.

### Process

Hierarchical numeric ID: 1.1.1.1.8

Coded name:

Name: AUT Package Transaction into Transmission (AM120)

Comment: @Definition: The automatic process of preparing a transaction for transmission by putting it in a transmission envelope.

### Process

Hierarchical numeric ID: 1.1.1.1.8.1

## ARMS Process Report

Coded name: AM0120

Name: PGM Package Transaction (AM0120)

Comment: @Purpose: To add control start and end record formats to the transaction data sets to create an enveloped transmission. These control formats are used to route the transmission and indicate the type of transaction set being sent.

### @Operational Method:

- Receive the next communication acknowledgement, authorization maintenance request, rental maintenance recognition or authorization maintenance error from data queue DQAMPKG until a shutdown request is received.
- Upon receipt of shutdown requests, pass request to time line DQAM70V1.
- For each transaction data set
  - Build the control start record formats(Transmission, Group & Set) and write record formats to send file(AMSEND)
  - For each transaction data set record format
    - Translate the location(AUTD01/ELCD01/IEBH01)
    - Write record format to send file(AMSEND)
  - Build the control end record formats(Set, Group, & Transmission) and write record formats to send file(AMSEND)
  - Send a data queue to the connect-specific communications sender

### @Files: (CRUD)

- AMPACK (-R--)
- ARMSPR3 (-R--)
- AMXBCO (-R--)
- AMSEND (C---)

### Process

Hierarchical numeric ID: 1.1.1.1.8.6

Coded name: DQAMPKG

Name: DTQ Input for Program AM0120 (DQAMPKG)

Comment: @Definition: DQAMPKG is a data queue used to provide input to PGM AM0120 which packages a transaction in preparation to sending it out to an EDI Trading Partner.

### Process

Hierarchical numeric ID: 1.1.1.1.9

Coded name:

Name: AUT Dispatch Vendor Authorization Maintenance Request

Comment: @Definition: The automatic process of updating the ARMS database on the distributed machine and dispatching the data queue entry for the appropriate format generator program in response to some action by the Rental System.

### Process

Hierarchical numeric ID: 1.1.1.1.9.1

Coded name: AM0060V1

Name: PGM Dispatch Rental Systems Request (AM0060V1)

Comment: @Purpose:



## ARMS Process Report

To accept requests from the rental systems to maintain the distributed ARMS Rental Transaction Cross-Reference and dispatch transaction set generation requests.

### @Operational Method:

- Override the printer file outq to ARMSDUMP so that the dump can be retained for as long as needed. The default outq ERRDUMPS is cleared daily.

- Receive authorization management or rental notification requests (AC, IN, RA, RC, RE, Opening RN, Closing RN, TR and VM) from the RENTAL SYSTEMS. All requests or notifications as output from the rental systems with a key of 'DIS' will be read from the input data queue (DQAM60V1) by this program.

- Based on externally described rules (AMPGMTBL, AMPGMRUL and AMPGMCTL), dispatch the request to the appropriate request handler process (format generator program e.g., EC00RAV1) dispatching an output data queue entry that has been modified from the input data queue entry to the correct rental system transaction set generator never-ending program/job, based on the key information found in the AMTRNCTL file (ACB, ACC, RAB, RAC, RCB, RCC, REB, REC, RNB, RNC).

- A transaction set generation request may lead to another request. After each request is sent out, a feedback entry to this program informs that the dispatched request has been completed.

- Edit to check for valid Program ID, Rule ID and dispatch execution condition. Generate an error message for an invalid dispatch execution condition. No page is generated for invalid dispatch execution condition. However, for invalid Program ID or Rule ID, ARMS On-Call pager will be sent an informational message. In all cases, transaction request is rejected.

- Receive and process environment change requests which allow the program to dynamically adapt for load balancing during heavy transmission load (Group Type = 'WT') or to shutdown the format generators and itself.

- Log the received data queue entry for audit and problem resolution.

- Retrieve the information required to process the request via appropriate retrieval module (EC2090V1 for ECARS and CC2090V1 for Claims Connection Requests). If the retrieval program detects a lock on the ticket, defer processing the request.

- A request may need to be processed in more than one pass through the program. The current step being processed is logged externally (in AMTRNCTL). All requests related to this transaction id are deferred while a step for the transaction id is in progress. When the logged request has been completely processed, the log for that transaction is removed so that the deferred requests can now be processed.

### @Files:

ARMSPR1	(-R--)
AMPGMTBL	(-R--)
AMPGMRUL	(-R--)
AMPGMCTL	(-R--)
AMTRNCTL	(CR-D)
AMXBCO	(-R--)
AMVRGTST	(-R--) AMVRGTL2
AMQUETBL	(-R--)
AMSTSX	(-R--)
AM0060LG	(C--)

## ARMS Process Report

ARMSKEY (-R--)  
ANDSG1V1 (-R--)  
\$#EMACH (-R--)  
AMPGMCTL (-R--)  
DQAM60V1 (-R--)  
DQAM60V1 (-R--)

### @Notes:

- AC (Authorization Confirmation)
- IN (Invoice)
- RA Add (Request to Authorize a reservation or an open ticket)
- RA Change (Request to Change an Authorization for a reservation or an open ticket)
- RC (Request to Cancel an authorization)
- RE (Request to Extend a rental)
- Opening RN (Rental Notification of an OPEN ticket)
- Closing RN (Rental Notification of a CLOSED ticket)
- TR (Request to Transfer Authorization from one location to another)

### Process

Hierarchical numeric ID: 1.1.1.1.9.10

Coded name: DQAM6AV1

Name: DTQ Secondary Input to AM0060 (DQAM6AV1)

Comment: @Definition: DQAM6AV1 is a data queue used as a backup queue for PGM AM0060V1 when it receives a request that can not be processed due to work in process as represented by a record in file AMTRNCTL. This secondary queue is periodically checked when there has been a set period of inactivity in the primary data queue for PGM AM0060V1.

### Process

Hierarchical numeric ID: 1.1.1.1.9.12

Coded name: DQAM60V1

Name: DTQ Primary Input for AM0060 (DQAM60V1)

Comment: @Definition: DQAM60V1 is a data queue used to provide the primary source of input to PGM AM0060V1 which handles processing needed as a result of requests and or actions taken by the Rental System (ECARS) and routes requests for formats to be generated to the correct format generator programs.

### Process

Hierarchical numeric ID: 1.1.1.1.9.13

Coded name: EC2090V1

Name: PGM Retrieve ECARS Data (EC2090V1)

Comment: @Purpose:

To retrieve specified information from the ECARS rental database.

@Operational Method:

- If the passed ARMS DS Identification code is 'G1', attempt to retrieve the data otherwise if the code is 'GO', return to calling program.

- If the reservation number is passed, get the reservation data.

## ARMS Process Report

- If the ticket number is passed, get the ticket data.

### @Files:

```
- RACBRMAST          (-R--)
- NR025L01           (-R--)
- RACMAST             (-R--)
- RACSMASST           (-R--)
- QRACCLSQ            (-R--)
- RACSCLD             (-R--)
- RACPENDC            (-R--)
- ANDSG1V1           (-R--) EDS
- DTPARM              (-R--) EDS
```

### @Notes:

A reservation created by National Reservations has the routed Machine ID as the first character of the RESERVATION ID.

This program is called by a variety of non-ECARS programs. Each program calling this program may have a different parameter list associated with the program call. Each different parameter list, defines a different type of function required by this program.

Functions desired for this program must be closely coordinated with any NON-ECARS rental application development staff. All objects involved with any desired function must be moved into production at the same time.

This program has been designed and written to be as modular as possible. All logic for each type of transaction is contained in a single subroutine. The required files are opened at the beginning of each subroutine, the other files are not opened.

### @Improvement Opportunities:

1.) Replace the execution of the ARMS Handle Internal Error ('AM0097V1') program with the execution of the newer ARMS Handle Internal/External Error ('AM0098') program.

2.) Delete the constant 'EC2090V1' and replace its usage with the Program Status Data Structure data element for PROGRAM ID.

3.) Convert program from OPM RPG to ILE RPG.

### Process

Hierarchical numeric ID: 1.1.1.1.9.14  
Coded name: CC2090V1  
Name: PGM Retrieve Claims Connection Data (CC2090V1)  
Comment: @Purpose:

To retrieve specified rental information from the Claims Connection database.

### @Operational Method:

- Retrieve the Claims Connection reservation or ticket data from the CC database and return the information using pre-defined external data structure.

## ARMS Process Report

### @Files:

CCMASTER (-R--)  
CCCLSC (-R--)  
CCRES (-R--)  
ANDSG1V1 (-R--) EDS

@Note: When a ticket is opened, the reservation is deleted from the reservation master file.

### @Improvement Opportunities:

- 1.) Replace the execution of the ARMS Handle Internal Error ('AM0097V1') program with the execution of the newer ARMS Handle Internal/External Error ('AM0098') program.
- 2.) Delete the constant 'CC2090V1' and replace its usage with the Program Status Data Structure data element for PROGRAM ID.
- 3.) Convert program from OPM RPG to ILE RPG.

### Process

Hierarchical numeric ID: 1.1.1.1.9.15  
Coded name: CLDQINFO  
Name: PGM Retrieve Data Queue Information (CLDQINFO)  
Comment: @Purpose:

This program receives a parameter and using the Application Program interface(API) QMHQRDQ, retrieves a data queue description.

#### @Operational Method:

- Prepare the parameters used by the API then call the API
- Parse each attribute retrieved:
  - Length (binary)
  - Key length (binary)
  - Sequence type (FIFO, LIFO, KEYED)
  - Sender ID (Y or N)
  - Force Indicators (Y or N)
  - Description
  - Number of messages on the queue (binary)
  - Max. number of message on queue (binary - not used)
- Convert binary values to decimal
- Return to values to calling program.

### Process

Hierarchical numeric ID: 1.1.1.1.18  
Coded name:  
Name: AUT Dispatch Customer Authorization Maintenance Request  
Comment: @Definition: The automatic process of updating the ARMS database on the distributed machine and dispatching the data queue entry for the appropriate program to then update the Rental database.

### Process

## ARMS Process Report

Hierarchical numeric ID: 1.1.1.1.18.3  
Coded name: AM0061V1  
Name: PGM Edit and Dispatch Customer Request (AM0061V1)  
Comment: @Purpose:

To perform the distributed Edits and Dispatch a Customer Request transaction to the appropriate Rental System never-ending program/job or Financial System Interface daily batch transaction files.

### @Operational Method:

- Execute as a never ending program on the distributed host machine.
- Receive the next data queue entry with a key value of 'DIS' from data queue DQAM61V1 or DQAM6BV1.
- If a 'WT' (Wait Time) group type is received, change the amount of time the primary data queue must elapse before switching to the secondary data queue to the value in group type. However if the value = 99999, set the wait time to -1, infinite.
- If a 'DF' (Deferred) group type is received, execute the program to return the number of entries in secondary data queue.
- If a 'SD' (Shutdown Request) group type is received, 1 pass is made through the secondary data queue. Any entry not processed will remain deferred. After passing through the secondary data queue, generate shutdown request for the necessary rental interface program(s).
- If an 'RM' (Remittance Advice) group type is received at the distributed host machine that is not the financial systems host, only update the cross-reference status.
- If a daily rental transaction (excluding RM) is received at the distributed host machine that is the financial systems host, the program dumps and invokes error logging process, AM0098.
- If the authorizing customer is different from the original customer on an old style vendor override, generate a request for cancellation for the original customer who received the original request for authorization.
- After business rules have been validated, the request is either rejected back to the trading partner, passed on the appropriate interface request handler process, and in certain cases the request is deferred. (A key comprised of the transmission group type and business type is created when passing the request to the interface program)
- Log the rejection of a request for authorization for an open ticket (in file AMSTSX).
- If the ticket referenced in the vendor override request is not found, generate standardized comment stating that the vendor override failed (data area AMATTCD, format COMD01 in file AMAPP).

### @Files:

AMAPP	(CRU-)
AMVRGTL1	(-R--)
AMQUETBL	(-R--)
AMSTSX	(CR--)

## ARMS Process Report

### @Notes:

- AT (Authorization Add/Change/Transfer)
- CC (Customer Confirmation)
- CN (Customer Cancellation Request)
- CM (Customer Message)
- EX (Rental Extension)
- PM (Customer Payment Advice)
- RM (Customer Remittance Advice)

The printer file for error DUMPS QPPGMDMP is overridden in this program to go to outq ARSMDUMP instead of the Enterprise default of ERRDUMPS because the outq ERRDUMPS is cleared on a daily basis and sometimes the ARMS on call staff can not get around to fix the problem under consideration for more than a day. This way the dump is retained until explicitly deleted.

\*\*\*\*\* External Data Structures \*\*\*\*\*

ANDSG1V1  
ARMSKEY  
APPD01V1  
CRED01V1  
COMD01V1  
PMTD01V1  
RMTD01V1  
DQAM60V1  
AMATTCDA            (-R--) Data Area  
\$\$EMACH

### Process

Hierarchical numeric ID:        1.1.1.1.18.4

Coded name:

Name: DTQ Secondary (Deferred) Input to AM0061 (DQAM6BV1)

Comment:    @Definition: DQAM6BV1 is a data queue that is used as a source of deferred input to PGM AM0061V1 which routes Trading Partner transactions to the correct Rental System interface program. This data queue is input to by EC00ATV1 and AM0061V1.

### Process

Hierarchical numeric ID:        1.1.1.1.18.5

Coded name: DQAM61V1

Name: DTQ Primary Input to AM0061 and Rental System Interfaces (DQAM61V1)

Comment:    @Definition: DQAM61V1 is a data queue used to provide input to PGM AM0061V1 and Rental System Interface programs which process inbound transaction requests from the EDI Trading Partner.

### Process

Hierarchical numeric ID:        1.1.1.1.18.8

Coded name: AM0049V1

Name: PGM Update Financial Services Files with Remittance Detail (AM0049V1)

Comment:    @Purpose:

To write or update records to batch transaction header and detail holding files that are used to update the FINANCIAL SYSTEMS' Cash Receipts application database files with the detailed information of EFT remittance advice detail transaction data sets that were sent and processed through the ARMS system. This

## ARMS Process Report

information will be used by Financial Systems to process Electronic Funds Transfer and to distribute and apply the incoming funds. There will be one header record for each EFT batch received.

### @Operational Method:

Using the passed input parameter field values for COMPANY PROFILE ID for Ins.ID, EFT IDENTIFICATION, and a SEQUENCE NBR. starting at 1 through 9 as a key, attempt to access for update an existing associated Cash Receipts EFT Remittance Advice Header File (CREFTH) record.

IF no record is found, write a new record, using this key value. Load the passed input parameter PAYMENT AMOUNT field value to the output BATCH TOTAL field and load GROUP ID with "76" and BRANCH ID with "99" and load the RECORD ADDED audit fields appropriately.

IF a record is found, check its STATUS, being one of the following values:

blank	=	Unprocessed
I	=	In use by another user
P	=	Pending
S	=	Submitted to batch
O	=	Processed or Posted
D	=	Deleted

IF this batch record's STATUS is submitted ("S"), posted ("O"), or, deleted ("D"), then the record is unavailable to ARMS interface. Increment the key's SEQUENCE NBR. by 1 and reattempt update access. However, IF there were 9 records found that all were unavailable, then DUMP and notify ARMS On-Call of the exception error by calling 'AMPSSR' with the passed input parameter field being a concatenation of the passed input parameter fields' values to this program.

ELSE, update this record's accumulated BATCH TOTAL with the passed input parameter field, PAYMENT AMOUNT.

IF no exception error has occurred, then attempt to access for update an existing associated Cash Receipts EFT Remittance Advice Detail File (CREFTD) record, using the same key values last used for the Header File.

IF no record is found, write a new record, using this key value and a LINE NBR value of 1. Load the passed input parameter field, PAYMENT AMOUNT value to the output PAYMENT TOTAL field and load the passed GROUP ID, BRANCH ID and TICKET ID prefixed with "D" and load the RECORD ADDED audit fields appropriately.

IF a record is retrieved, compare the retrieved record's GROUP ID, BRANCH ID, and TICKET ID to the passed GROUP ID, BRANCH ID and TICKET ID prefixed with "D".

IF they match, then add the passed input parameter PAYMENT AMOUNT field value to the current PAYMENT AMOUNT field and update the RECORD CHANGED audit fields appropriately.

IF no records are found whose GROUP ID, BRANCH ID and TICKET ID match, then write a record to this file using the same key fields' values and set the LINE NBR. to 1 or 1 more than was last retrieved. Load the passed passed GROUP ID, BRANCH ID and TICKET ID prefixed with "D", ENTERPRISE INTERNAL CUSTOMER ID, PAYMENT AMOUNT to their associated fields and load the RECORD ADDED audit fields appropriately.

@Files: (CRUD)

## ARMS Process Report

CREFTH (CRU-) Cash Receipts EFT Payment Remittance Advice Header File, by , by Ins. ID, EFT ID#, and Sequence Nbr.

CREFTD (CRU-) Cash Receipts EFT Payment Remittance Advice Detail File, by Ins. ID, EFT ID#, Sequence Nbr., and Line Number.

### @Notes:

This program is called by the ARMS Distributed Edits and Dispatch (AM0061V1) program with the following input parameter fields:

5	Alphameric	Company Profile ID
20	Alphameric	EFT Identification
2	Alphameric	Group ID
2	Alphameric	Branch ID
6	Alphameric	Rental Contract/TICKET ID
7	Alphameric	Enterprise Internal Customer ID
15/5	Numeric	Payment Amount

For any program exception error, the \*PSSR - ERROR HANDLING SUBROUTINE will be executed that will output a spooled RPG formatted DUMP and CALL 'AMPSSR' with the passed input parameter field being a concatenation of the passed input parameter fields' values to this program to notify the ARMS On-Call staff.

The ARMS system will now enable electronic invoices, payments and remittances (processed here) to be sent/received for non-ARMS Rental Management Trading Partners that are Direct Billing/Remittance Trading Partners, such as Tennessee Valley Authority (an Enterprise Fleet Services customer). Therefore, ARMS will receive a data queue entry to generate an electronic invoice (and create an associated ARMS Rental Transaction Cross-Reference (AMXREF) file record) when the trading partner never sent to ERAC (via ARMS) any initial rental authorization.

### @Embedded Data/Constants:

'AM0049V1' is used as a literal constant to pass as an input parameter field value to the calls of 'AMPSSR' program and the output of the PROGRAM ID audit field in the CREFTD and CREFTH files' records.

'7699' (Host) is always used to load the GROUP and BRANCH ID fields of the Cash Receipts EFT Payment Remittance Advice Header File

### @Improvement Opportunities:

Replace the literal constant 'AM0049V1' with the Program Status Data Structure's data element for PROGRAM ID in the RECORD ADDED and RECORD CHANGED audit fields.

### Process

Hierarchical numeric ID: 1.1.1.1.19

Coded name:

Name: AUT Send Transmission to Trading Partner Company

Comment: @Definition: The automatic process of translating (if necessary) and sending a transmission to the Trading Partner through one of several EDI mediums.

### Process

Hierarchical numeric ID: 1.1.1.1.19.2

Coded name: EDZSCWA



## ARMS Process Report

Name: PGM Check for Wrapped Transactions to Send (EDZSCWA)

Comment: @Purpose:

To check for Outbound wrapped EDI transactions for Any EDI integration software sender processing. These transactions have been wrapped by program EDLSIMA in collaboration with program AMZSIMA.

@Operational Method:

This program receives a data queue entry keyed by the trading partner communications port id and if it is not a shutdown entry, it will read the Any EDI integration software Connection Log file to determine if there are any outbound wrapped messages ready to be sent for this trading partner.

Based on the above information the return parameters are set.

@Files:

EXLLCPP (in library EXTSSF) (-R--)

### Process

Hierarchical numeric ID: 1.1.1.1.19.7

Coded name: AMSCPIC

Name: PGM Send Proprietary Transmission to an ARMS-connected VAN (AMSCPIC)

Comment: @Purpose:

To request a program start communication conversation from an ARMS trading partner, then continuously sends proprietary EDI data set transmissions to the trading partner. These transmissions are triggered by the receipt of their key value via an input data queue entry until a data queue entry of \*DOWN is received from the input data queue.

@Operational Method:

For any error exception condition that occurs (including CPI-C errors), output a spooled RPG formatted dump and CALL 'AMPSSR to notify ARMS On-Call staff of the condition and end the program.

At program startup:

- Derive ARMS to an ARMS-connected VAN Transmissions to be sent input data queue name by concatenating 'DQ' with input parameter COMPANY PROFILE ID value (example 'DQVN101').

- Call QCMDEXC to execute the ADDLIBLE QSYS2 command to access the OS/400 System CPI-C objects.

After startup has completed, repetitively perform the following steps:

- Receive the next data queue entry from the derived input data queue into the ARMSKEY external data structure, waiting infinitely for an entry.

- IF after any of the subsequent program executions, the returned PROGRAM RETURN CODE is not equal to 0 (zero), then execute the program exception error routine.

- Initialize a CPI-C communication conversation by executing 'CMINIT' program with the following parameters:

## ARMS Process Report

8 Character (Output) CONVERSATION ID  
5 Character (Input) CONVERSATION SYMBOLIC DESTINATION ID  
(CSI), loaded with the input parameter COMPANY PROFILE ID.  
9/0 Binary (Output) PROGRAM RETURN CODE

- Allocate a CPI-C communication conversation by executing 'CMALLC' program with the following parameters:

8 Character (Input) CONVERSATION ID  
9/0 Binary (Output) PROGRAM RETURN CODE

- Set a CPI-C communication session/conversation send type by executing 'CMSST' program with the following parameters:

8 Character (Input) CONVERSATION ID  
9/0 Binary (Input) CONVERSATION SEND SET TYPE, loaded with the value 1.  
9/0 Binary (Output) PROGRAM RETURN CODE

- IF the received data queue entry's COMPANY ID = '\*DOWN', or the GROUP TYPE CODE = 'SD', or the CUSTOMER TRANSACTION ID = '\*STOP', then execute the following two programs, then end this program.

- - The first is to set the CPI-C Deal Type by executing 'CMSDT' program with the following parameters:

8 Character (Input) CONVERSATION ID  
9/0 Binary (Input) CONVERSATION DEAL SET TYPE, loaded with the value 1.  
9/0 Binary (Output) PROGRAM RETURN CODE

- - The second is to DeAllocate a CPI-C communication conversation by executing 'CMDEAL' program with the following parameters:

8 Character (Input) CONVERSATION ID  
9/0 Binary (Output) PROGRAM RETURN CODE

- IF a non-shutdown data queue entry is received, then use its value to repetitively read each corresponding record in the ARMS Transmissions to be Sent (AMSEND) file. Load each retrieved record's ARMS format to a temporary DATA TO BE SENT array of 128 character elements and 68 elements, increment the RECORD COUNTER by 1 and the SENT DATA LENGTH by 128.

- - IF the RECORD COUNTER is greater than 69 (68 x 128 = 8704 characters, full communication buffer), or at least 1 record was read from the ARMS Transmissions to be Sent (AMSEND) file, then execute the 'CMSEND' program with the following parameters:

8 Character (Input) CONVERSATION ID  
8704 Character (Input) DATA TO BE SENT ARRAY  
9/0 Binary (Input) SENT DATA LENGTH (loaded with the current increments of 128 bytes per record).  
9/0 Binary (Output) REQUESTOR ID, loaded with 0 (zero).  
9/0 Binary (Output) PROGRAM RETURN CODE

- - Read from the loaded DATA TO BE SENT ARRAY, starting at the first element for every element loaded, write a record to the ARMS Transmissions Sent (AMSENDLOG) file and then send a data queue entry for these written records to the ARMS Time Line Input Data Queue (DQAM70V1).

- - Reset the SENT DATA LENGTH and the RECORD COUNTER to 0 (zero) and clear the DATA TO BE SENT ARRAY.

## ARMS Process Report

@Files: (CRUD)

AMSEND (-R--)  
AMSNDLOG (C---)

@Embedded Data/Constants:

'ADDLIBLE LIB(QSYS2)' for use in the execution of the program QCMDEXC to execute this command so that the IBM System Library for CPI-C programs' objects would be available for use.

'\*LIBL' used as the input parameter for the LIBRARY NAME for the execution of the Receive Data Queue and Send Data Queue programs.

### Process

Hierarchical numeric ID: 1.1.1.1.19.8  
Coded name: EDMSLUA  
Name: PGM Send X12 Transmission (EDMSLUA)  
Comment: @Purpose:

To send any wrapped EDI X12 transactions that are ready to be sent.

@Operational Method:

- This program runs in an infinite loop from the time it is submitted until a shutdown flag is returned by the called program EDZSCWA. The program is submitted by the ETD: EC/EDI: ARMS Trading Partner Insurance Company Comm./Mapping Submitter (AM\*\*\*COMP) program to run in the ARMS subsystem on the centralized ARMS host computer platform and is passed the following input parameters:

5 Character COMPANY PROFILE ID with transactions to be sent (such as '\*\*\*01')

15 Character NETWORK ID, as defined in Any EDI integration software, for this ARMS Company Profile ID to be used for this network communication session. (such as 'ProfileName')

6 Character PORT ID, as defined in any EDI integration software, to be used for this network communication session (such as 'xxxxx').

10 Character SCRIPT ID, as defined in any EDI integration software, as the communication script to be used for this company in the ARMS connected network. (such as 'xxxxxS')

1 Character VERSION FLAG, Either '0' = Test or '1' = Production.

- Repetitively execute the ARMS ANY EDI INTEGRATION SOFTWARE Generic Send Transaction Notify Program (EDZSCWA) with the following parameters, until the \*DOWN FLAG indicates a shutdown has been received:

5 Character (input) passed input parameter, COMPANY PROFILE ID with transactions to be sent (such as 'xxxxx')

6 Character (input) passed input parameter, PORT ID, as defined in any EDI integration software, to be used for this network communication session. (such as '\*\*\*01')

1 Character (output) \*DOWN FLAG shutdown data queue entry received. (Values are 'Y' = Yes or 'N' = No)

1 Character (output) TRANSACTIONS PROCESSED TO BE SENT FLAG, (Either 'Y' = Yes or 'N' = No)

1 Character (input) passed input parameter, VERSION FLAG (Either '0' = Test or '1' = Production)

## ARMS Process Report

IF the returned TRANSACTIONS PROCESSED TO BE SENT FLAG is Yes, then Send transactions to trading partner based on Company ID, Network, Port, and Communication's Script by execution of the any EDI integration software's command for API: Send connections ready to send - batch.

- Upon return of control from EDZSCWA, if the shutdown flag has been set, end the program.

- IF there is an error is due to communications error line ARMS-CONNECTED VALUE-ADDED NETWORK - (UEX0567), or,  
IF there is an error is due to communication's failure, (UEX0573),  
IF there is an error is due to no connections ready to send which match the selection parameters, (UEX0517), or,  
IF there is an error while processing a connection, (UEX0519), or,  
IF there is any other error escape message, then execute the error routine.

The error routine consists of: Output a spooled CL program dump; Notify ETD and ARMS On-Call personnel, end the program.

### @Notes:

Program EDZSCWA waits on the data queue that indicates the presence of wrapped transactions and returns the indicator for the presence of these transactions to this program.

### Process

Hierarchical numeric ID: 1.1.1.1.19.12  
Coded name: EDLSIMA  
Name: PGM Map Proprietary to X12 Transmission (EDLSIMA)  
Comment: @Purpose:

To drive the translation of the ARMS proprietary transaction set into the ANSI X12 EDI transmission set.

### @Operational Method:

IF translation errors are encountered or any unspecified escape error messages are generated, Dump the CL program, Call both the ETD PSSR and the ARMS PSSR programs, passing the current job's JOBNAME, 'EDLSIMA1', and a single blank character to notify ETD and ARMS On-Call staff. Then End the program.

Retrieve the EC/EDI Send Mapper Debug Flag 1 character data area to check the DEBUG FLAG value.

IF the passed input parameter field VERSION is 'T', then perform overrides to the "test" interface files for 272 set to the ELEDITST E's EDI Test Data Library for the following 272 transaction set files and their associated test interface save files: S272DTL1, S272DTP1, S272HDR1, S272ER1, S272K21, S272NAM1, and S272PER1. Additionally for the following 824 transaction set files: S824HDR1, S824ER1, S824OTI1, S824N1, S824NTE1, S824ME1, and S824PER1. Also, IF not on the "DEV" (development) platform, then override the following DDM (distributed data management) remote file on the "DEV" platform in the ELEDITST EDI Test Data Library for the ARMS Cross-Reference File (DAMXREFL1) and the ARMS Authorization Detail File (DAMAUTD).

Allocate the following output sender segment detail interface work files for exclusive use:

## ARMS Process Report

S272DTL1  
S272DTP1  
S272ER1  
S272HDR1  
S272K21  
S272NAM1  
S272PER1

S824HDR1  
S824ER1  
S824OTI1  
S824N1  
S824NTE1  
S824ME1  
S824PER1

Derive the Trading Partner (COMPANY ID) Send Communications Version 1 output data queue name. IF the passed VERSION is '1' (production), then build the data queue name by the concatenation of the first three (3) characters of the passed input parameter field COMPANY ID, the constant "SE" (to SEnd), and the passed input parameter field VERSION.

ELSE (is test), then build the data queue name by the concatenation of the characters from position 2 through 4 of the passed input parameter field COMPANY ID, the constant "SE" (to SEnd), and the passed input parameter field VERSION.

Perform the following until SHUTDOWN FLAG or an exception error occurs:

- Call the ARMS X12 Send Interface Version 2 program (AMZSIMA) with the following parameters:

1 Character (Output) Shutdown Flag (possible values: 'N'=No or 'Y'=Yes)  
3/0 Decimal (Output) Number of 272 Transaction Sets  
3/0 Decimal (Output) Number of 824 Transaction Sets  
5 Character (Input) Company ID, passed input parameter field value to this program

- IF transactions were written to the interface files (NUMBER OF 272/824 TRANSACTION SETS > 0), then execute the EDI integration software Create Application Data Batch (batch) command for the Property and Casualty Loss Notification Outbound Version 1 application ID for the production or test data processed, depending on the value of the input parameter VERSION. Then send a '\*DATA' (meaning "data is available to be sent") 5-character data queue entry to the derived output Trading Partner (COMPANY ID) Send Communications Version 1 data queue.

- IF the retrieved data area's DEBUG FLAG is 'Y' (program is running in debug mode), the copy/add the transaction set segment detail interface work files to their associated save archive files.

- Clear these transaction set segment detail interface work files.

- IF the called ARMS X12 Send Interface Version 2 program (AMZSIMA) returned with SHUTDOWN FLAG parameter = 'Y', then send three (3) '\*DOWN' 5-character data queue entries to the derived output Trading Partner (COMPANY ID) Send Communications Version 1 data queue and end this program.

- ELSE, repeat the above steps.

@Files: (CRUD)

## ARMS Process Report

EEXTDBUG (-R--) 1 character data area ETD: EC/EDI Send Mapper Debug  
Flag (possible values: "N"=No or "Y"=Yes)

### @Notes:

This program is maintained by the Emerging Technologies Department (ETD).

This program is submitted as a never-ending program batch job with the job name 'Lxxxxx1SM' (where "xxxxx" is the Trading Partner Company Profile ID) and specifies using the any EDI integration software JOBDP job description on the centralized ARMS application host computer system with the following input parameters:

1 Alphameric VERSION (possible values: "1"-production or "T"-testing)  
5 Alphameric COMPANY ID

### Process

Hierarchical numeric ID: 1.1.1.1.19.30

Coded name: AMZSIMA

Name: PGM Create Send Interface Work Files for Any Transactions to be Sent (AMZSIMA)

Comment: @Purpose:

To receive any outbound transmission to be sent and format it into the appropriate send transaction interface work files for mapping by the EDI integration software (any third-party software package).

### @Operational Method:

- Set the delay time for gathering transactions from data area AMEXTSM. To improve performance, the EDI integration software is not invoked for each transaction. The delay time is the duration for which the program will wait to see if any more transactions are available to be sent before returning to the calling program.

- Receive data to be sent to insurance company in ARMS proprietary format and convert the format to send interface file format for X12 transaction sets 272 {property and casualty loss notification and work assignments (rentals)} and 824 {application advice designed to accommodate the business need for reporting the acceptance, rejection, or acceptance with change of any transaction set}.

- Use file EDPREF3 to determine which insurance company expects which X12 transaction set for a particular ARMS proprietary group type.

### @Files: CRUD)

- AMSEND (-R--)  
- AMTRNLOG (-R--)  
- S272HDR1 (CRU-)  
- S272NAM1 (CRU-)  
- S272DTL1 (CRU-)  
- S272DTP1 (CRU-)  
- S272ER1 (CRU-)  
- S272K21 (CRU-)  
- S272PER1 (CRU-)  
- AMSNDLOG (-R--)  
- EDPREF3 (-R--)  
- S824HDR1 (CRU-)  
- S824ER1 (CRU-)  
- S824N1 (CRU-)

## ARMS Process Report

S824OTI1	(CRU-)
S824PER1	(CRU-)
S824NTE1	(CRU-)
S824ME1	(CRU-)
AMAUTD	(-R--)
AMXREFL1	(-R--)
AMEXTSM	(-R--) Data Area

@Notes: State

Currently, this used for the ANSI X12 '272' Rental Management Transaction Set used for Trading Partner Company and for the ANSI X12 '824' Consolidated Payment Transaction Set used for a different Trading Partner Company.

Currently only one ARMS Trading Partner Company will be sending 824 transactions but CIECA standards will be used in the future by other insurance companies to process status type transactions such as: 'AC','RN','ER'.

### Process

Hierarchical numeric ID: 1.1.1.1.20

Coded name:

Name: AUT Generate Authorization Maintenance in Behalf of R.M.T.P.

Comment: @Definition: This automated process allows for an Enterprise In-House person to perform Authorization Management Maintenance on behalf of a Rental Management Trading Partner. Currently this is restricted to the processing of Authorization Changes and Cancellations. Only one ARMS Trading Partner Company is using this currently.

### Process

Hierarchical numeric ID: 1.1.1.1.20.1

Coded name: AACHNG

Name: PGM AADRVR Program to PASSTHRU to RARMS (AACHNG)

Comment: @Definition: This program is used to pass through to the Centralized ARMS machine. It is used by In-house Enterprise Rental management personnel to access an interactive screen for use in processing AT-C, and or CN's on behalf of an ARMS Trading Partner Company.

@Operational Method: All this program does is start pass-through and starts the AACHNGA program. End program.

### Process

Hierarchical numeric ID: 1.1.1.1.20.2

Coded name: AACHNGA

Name: PGM Program to start AACHGR (AACHNGA)

Comment: @Definition: This program is used to facilitate In-house Enterprise Rental management personnel access to an interactive screen for use in processing AT-C, and or CN's on behalf of a ARMS Trading Partner Company.

@Operational Method: This program is started by AACHNG on the Centralized ARMS machine. This program will call program AACHGR and then when control is returned it will end Pass-Through returning the user to the distributed machine.

### Process

## ARMS Process Report

Hierarchical numeric ID: 1.1.1.1.20.3

Coded name: AACHGR

Name: PGM ARMS Trading Partner Company Authorization Change (AACHGR)

Comment: @Definition: This program is used to allow In-house Enterprise Rental management personnel to access an interactive screen for use in processing AT-Changes, and/or Cancellations on behalf of a ARMS Trading Partner Company.

@Operational Method: The System Name is retrieved and the users authority to the program is validated. If the user is not authorized, \*INLR is turned \*ON and the program exits.

If the user is authorized, all screen values and indicators are reset and Screen 1 is displayed. F3-Exit will exit the program. F5-Next will reset all screen values and indicators and redisplay the screen. F10-Process will begin processing, if all edits pass, an authorization change or cancellation. F11-Cancel will display Screen 2, if all edits pass.

After the user enters a valid combination of Group, Branch, Reservation, and Ticket, the ARMS cross-reference record is retrieved and the current status is used to determine possible transaction types. Authorization change requests are only allowed when the cross-reference status is 'R', 'O', or 'I'. Cancellation requests are only allowed when the cross-reference status is either 'R' or 'I'.

If an authorization change request is being processed, the new values are compared with the old values to ensure a change is made and edited for validity. If edits pass, necessary formats (APPD01, ADJD01, AUTD01, SURD01, COMD01) are loaded for an AT-C. Records are written to AMSET. A transaction log entry is written to AM004P. Data queue entries are sent to DQAM25V1 and DQAM70V1. Screen 1 is then redisplayed.

If a cancellation request is being processed, necessary formats (APPD01, ADJD01, CAND01, COMD01) are loaded. Records are written to AMSET. A transaction log entry is written to AM004P. Data queue entries are sent to DQAM25V1 and DQAM70V1. Screen 1 is then redisplayed.

@Notes: This is a temporary program for use until the ARMS Trading Partner Company completes development of their system.

@Files: (CRUD)

- AMXREFL1 (-R--)
- AMXREFL2 (-R--)
- AMRNTD (-R--)
- AMADJD (-R--)
- AMAUTD (-R--)
- AMSURD (-R--)
- AMXBCO (-R--)
- CUSTMAST (-R--)
- AMSET (C---)
- AM004P01 (C---)

### Process

Hierarchical numeric ID: 1.1.1.2

Coded name:

Name: BT Manage Customer Remittance



## ARMS Process Report

Comment: @Definition: The set of automated activities that are used in management of remittances, this is the result of an inbound transmission received from the trading partner who is engaged in electronic invoicing with us.

@Purpose: To allow EDI Trading Partners to receive and manage billing invoices electronically.

### Process

Hierarchical numeric ID: 1.1.1.3

Coded name:

Name: BT Manage Customer Message

Comment: @Definition: The set of automated activities that are used in management of customer messages, this is the result of an inbound transmission received from the trading partner who is engaged in electronic messaging with us.

@Purpose: To allow the Rental Management Trading Partner to send messages to the Rental location electronically without the need of using the telephone.

### Process

Hierarchical numeric ID: 1.1.2

Coded name:

Name: AA Rental Systems Business Transactions

Comment: @Definition: This application area represents all EDI transmissions that are sent from any of the Enterprise Rent-A-Car current internal rental application systems to the Rental Management Trading Partner system for: authorization requests, notification, cancellations, and extension; Vendor messages; Vendor Invoices

### Process

Hierarchical numeric ID: 1.1.2.1

Coded name:

Name: BT Request for Authorization Management by Vendor

Comment: @Definition: The set of automated activities that are used in the request for authorization and extension of a rental that is seen as an outbound transmission directed toward the trading partner.

@Purpose: To provide the rental offices an automated /electronic way to request authorizations and extensions for rentals from Rental Management Trading Partners without having to use the telephone.

### Process

Hierarchical numeric ID: 1.1.2.2

Coded name:

Name: BT Generate & Send Rental Maintenance Notification

Comment: @Definition: The set of automated activities that are used in the creation of and transmission of rental notification seen as an outbound transmission directed toward the trading partner.

@Purpose: To notify the trading partner of the open or close of an authorized rental.

### Process

## ARMS Process Report

Hierarchical numeric ID: 1.1.2.3

Coded name:

Name: BT Manage Vendor Messages

Comment: @Definition: The set of automated activities that are used in management of vendor messages, this is the result of an action on the part of a rental agent and results in a transmission sent to a trading partner that engages in electronic messaging with us.

@Purpose: To allow the rental office to send electronic messages to the rental trading partner without the need to pick up the telephone.

### Process

Hierarchical numeric ID: 1.1.2.4

Coded name:

Name: BT Generate & Send Electronic Billing Invoice and Batch Extensions

Comment: @Definition: The set of automated activities that are used in the creation and transmission of electronic invoices to the trading partner.

@Purpose: To allow for paperless billing of rentals to customers that are set up for EDI billing.

### Process

Hierarchical numeric ID: 1.1.2.4.1

Coded name:

Name: BAT Package and Send Transaction / Generate Vendor Extension Request

Comment: @Definition: Package information held on the Centralized ARMS System into a batch package and send the information to the rental management trading partner or the direct bill trading partner. Or on the distributed rental systems generate requests for authorization extensions (RE's) based upon specific conditions of rentals as determined from the Rental Database

@Purpose: To prepare and send outbound transactions to the EDI Trading Partners. And to insure that rental extensions are requested in a timely fashion.

@Notes: The information held could be invoices, office location updates, service area updates and/or location rate updates.

### Process

Hierarchical numeric ID: 1.1.2.4.1.1

Coded name:

Name: BAT Package and Send Transactions to specified ARMS Trading Partner Companies

Comment: @Definition: Package information held on the Centralized ARMS System into a batch package and send the information to specified ARMS Trading Partner Companies other than ANSI X12.

@Purpose: To prepare and send outbound transactions to the specified ARMS Trading Partner Companies other than ANSI X12 EDI Trading Partners.

@Notes: The information held could be invoices, office location updates, service area updates and/or location rate updates.

### Process

## ARMS Process Report

Hierarchical numeric ID: 1.1.2.4.1.1.5

Coded name:

Name: DTQ Connect-Specific Communications Sender Input (DQxxxxxx)

Comment: @Definition: DQxxxxxx Connect Specific Communications Sender data queues are used to provide input to the programs that send transmissions to our EDI Trading Partners.

### Process

Hierarchical numeric ID: 1.1.2.4.1.1.15

Coded name: AM0150

Name: PGM Package Batch Transaction (AM0150)

Comment: @Purpose:

To package control start records before and control end records after each Vendor Invoice (IN) and each Vendor Extension Request(RE) data set, to form a complete transmission set. Control start and end records are used to route the transmission and indicates the type of transaction set being sent to the Trading Partner.

@Operational Method:

```
- For each transaction data set
--- Build the control start record format (Transmission, Group, &
    Set) and write record formats to send file (AMSEND)
--- For each transaction data set record format
----- Translate the location (AUTD01/ELCD01/IEBH01
----- IF record format NE to Insured Detail (INSD01)
        Write record format to send file (AMSEND)
----- IF transaction data set EQUALS Vendor Invoice (IN)
        Write record format to ARMS Billing Log
--- Build the control end record format (Set, Group, &
    Transmission) and write record formats to send
    file (AMSEND)
--- Sends a data queue to the connect-specific communications
    sender
```

@Notes:

```
- Control start/end records must match:
--- Transmission start
    Group Start
        Set Start
            :
        Set End
    Group End
    Transmission End
```

@Files (CRUD)

```
L811C (-R--)
ARMSPR3 (-R--)
AMSEND (C---)
AMBILLOG (C---)
```

### Process

## ARMS Process Report

Hierarchical numeric ID: 1.1.2.4.1.2

Coded name:

Name: BAT Package and Send Transactions for X12

Comment: @Definition: Package information held on the Centralized ARMS System into a batch package and send the information to the X.12 trading partner.

@Purpose: To prepare and send outbound transactions to the X-12 EDI Trading Partners.

### Process

Hierarchical numeric ID: 1.1.2.4.1.2.1

Coded name: UT\_999M

Name: PGM Generic ILE Error Handler (ErrorHandler)

Comment: @Purpose:

To handle exceptions for application programs, by determining the proper response reacting in a predetermined way. These responses include sending a MS01 message and sending pages to the appropriate personnel.

@Operational Method:

Applies To: (ILE) Toolbox Error Handling

This generic application program error handler may be executed by an OPM (Original Program Model) program by executing an intermediate ILE RPG wrapper program, "UT\_999M" - ISS:IS Global Error Handling Module (OPM Callable). This program was created with the bound service program "ISLIB/UT\_H05S" - ISS: Universal Toolbox (\*CALLER) that was created with the bound module "ISLIB/UT\_H05S012" that perform the necessary service functions. This program is executed with the following parameters:

Parameter	Type-Usage	Size	Description
programID	Char - Input	10	Program issuing the error
errorID	Char - Input	7	Error ID
Found in the UT991P file for the associated Program ID			
msgDta	Char- Input	75	Substitution
data for message description			
Return Code	Char - Output	1	Returns 1 for failure, 0 for success

Before using this function/procedure, three files must be updated with the necessary information. These files are UT991P, UT992P, and UT993P.

The existing entries must be used as examples to follow.

Syntax:

rc = ErrorHandler( <programID> :<errorID> [:<msgDta>] [:<errorNoAction>] )

Elements:

Argument	Type	Size	Description
rc (Return Code)	Char	1	Returns 1 for failure, 0 for success
programID	Char	10	Program issuing the error

# ARMS Process Report

errorID Char 7 Error ID found in the  
UT991P file for the associated Program ID  
msgDta Char 32767 Substitution data for message  
description  
errorNoAction Char 1 Parameter for future update,  
currently has no function

## @Notes:

This ILE RPG wrapper program is currently executed only by the AMZ811A program.

The following necessary records were placed into the UT991P ISS:IS Error Message ID File in order to execute the error handling functions properly:

Program Issuing Error	Message Error ID	Message File Name	Description ID
AMZ811A	NORECFD	AMMSGF	AMM0003
AMZ811A	SEQERR	AMMSGF	AMM0001
AMZ811A	INVCMP	AMMSGF	AMM0002
AMZ811A	*PSSR	AMMSGF	AMM0004

The following necessary records were placed into the UT992P ISS:IS Error Message Response File in order to execute the error handling response functions properly:

Program Issuing Error	Error ID	Sequence ID	Code	Error Response
AMZ811A	*PSSR	1		ARMSPAGE
AMZ811A	*PSSR	2		ARMSMS01
AMZ811A	INVCMP	1		ARMSPAGE
AMZ811A	INVCMP	2		ARMSMS01
AMZ811A	NORECFD	1		ARMSPAGE
AMZ811A	NORECFD	2		ARMSMS01
AMZ811A	SEQERR	1		ARMSPAGE
AMZ811A	SEQERR	2		ARMSMS01

The following necessary records were placed into the UT993P ISS:IS Response/Program File in order to specify the execution of the error handling response mode functions:

Response Code	Exit Program
ARMSPAGE	UT_999M005
ARMSMS01	UT_999M006

## Process

Hierarchical numeric ID: 1.1.2.4.1.2.19  
Coded name: AMZ832A  
Name: PGM Send Interface X12 Transaction Set 832 (AMZ832A)  
Comment: @Purpose:

## ARMS Process Report

To convert Enterprise proprietary EDI formats held on the Centralized ARMS System into X.12 standard formats (transaction set 832) which will then be sent to the X.12 trading partner

### @Operational Method:

- IF transaction have been written to application database (AMSNDLOG), clear application work files.
- Attempt to receive the next DQ832S data queue entry with a key of Company Id.
- IF a data queue entry was not received, close program files (if applicable) and end program
- IF a data queue entry was received THEN
  - IF no records were retrieved from the application database send file(AMSEND), using the received data queue entry - page the on-call staff and get next data queue entry.
  - IF records were retrieved from the application database send file (AMSEND), using the received data queue entry THEN
    - IF the transaction is in the correct sequence, notify the on-call staff
    - Use the Rental Management Trading Partner electronic commerce profile to determine if they receive X12 standard format - 832 for this specific application group type. IF not exit the program.
    - For each invoice, attempt to load the EDI integration software work files:
      - Retrieve records from application database
      - IF the invoice charge code or unit of measure is not found, skip this invoice and notify ARMS on-call.
      - Load the 832 extol work file and writing them to the send log file (AMSNDLOG).
      - Update 832 header work file.
      - Send a data queue entry to timeline (DQAM70)

@Files:	(CRUD)
AMSEND	(-R--)
AMSNDLOG	(CR-D)
AM811P01	(-R--)
S832HDR1	(CR-D)
S832LIN	(CR-D)
S832PER	(CR-D)
S832CTP	(CR-D)
S832N1	(CR-D)
EDPREF3	(-R--)
AM832ERR	(C---)

### Process

Hierarchical numeric ID: 1.1.2.4.1.2.20

Coded name:

Name: DTQ Input for X12 Transaction Set 832 (DQ832S)

Comment: @Definition: DQ832S is a data queue used to provide input for X.12 transaction set 832 to PGM AMZ832A.

### Process

## ARMS Process Report

Hierarchical numeric ID: 1.1.2.4.1.2.23  
Coded name: AMZ811A  
Name: PGM Send Interface X12 Transaction Set 811 (AMZ811A)  
Comment: @Purpose:

To convert Enterprise proprietary EDI formats held on the centralized ARMS application system host platform into X12 standard format (transaction set 811) which will then be sent to the X12 trading partner. \_

### @Operational Method:

- IF the transaction set has been written to the application database for Sent Transaction Log (AMSENDLOG) file, then clear the application work files.

- Attempt to receive the next DQ811S data queue entry with a key of Trading Partner Company ID.

- IF a data queue entry was not received, close program files (if applicable) and end program

- IF a data queue entry was received THEN

- IF no records were retrieved from the application database send file(AMSEND), using the received data queue entry - page the on-call staff and get next data queue entry.

- IF records were retrieved from the application database send (AMSEND) file, using the received data queue entry, THEN:

- IF the transaction is in the correct sequence, notify the on-call staff

- Use the Rental Management Trading Partner electronic commerce profile to determine if they receive X12 standard format - 811 for this specific application group type. IF not, then exit the program.

- For each invoice, attempt to load the Extol work files:

-- Retrieve records from application database

-- IF the invoice charge code or unit of measure is not found, skip this invoice and notify ARMS on-call.

-- Load the 811 Extol work file and writing them to the send log (AMSENDLOG) file.

-- Update 811 header work file.

-- Send a data queue entry to timeline (DQAM70)

### @Notes:

- This program run with in CLL811 between 3:00am and 5:00am Central time zone.

- This program only processes invoice transmission sets.

The ARMS system will now enable electronic invoices, payments and remittances (processed here) to be sent/received for non-ARMS Rental Management Trading Partners that are Direct Billing/Remittance Trading Partners, such as Tennessee Valley Authority (an Enterprise Fleet Services customer).

### @Files: (CRUD)

AMSEND (-R--)

AMSENDLOG (CR-D)

AM801P01 (-R--)

AM802P01 (-R--)

AM811P01 (-R--)

## ARMS Process Report

ARMSPR1	(-R--)
AMAUTD	(-R--)
S811HDR1	(CR-D)
S811NAM1	(CR-D)
S811DTL1	(CR-D)
S811IT1	(CR-D)
S811VEH1	(CR-D)
EDPREF3	(-R--)
AM811ERR	(C---)

### Process

Hierarchical numeric ID: 1.1.2.4.1.2.24

Coded name:

Name: DTQ Input for X12 Transaction Set 811 (DQ811S)

Comment: @Definition: DQ811S is a data queue used to provide input for X.12 transaction set 811 to PGM AMZ811A.

### Process

Hierarchical numeric ID: 1.1.2.4.1.2.26

Coded name: EDMSOFA

Name: PGM Create Extol Envelope for Office Data (EDMSOFA)

Comment: @Purpose:

To create the transmission envelope for rental location/rates maintenance transaction sets for the sender interface to the Extol EDI Translation Software.

@Operational Method:

- Call this program after the interface program AMZ832A has already put the data in AMSEND. This program will create the necessary EDI transmission envelope and transmit it to the insurance company.

@Notes: Set Environment as ADDLIBLE ELEDIxxx where "xxx" is the first 3 characters of the TRADING PARTNER PROFILE ID.

This program is executed only on the centralized ARMS host application system platform.

This program is currently stewarded by the Emerging Technologies Department's (ETD) Electronic Data Interchange (EDI) projects team.

### Process

Hierarchical numeric ID: 1.1.2.4.1.2.27

Coded name: EDMSINA

Name: PGM Create Extol Envelope for Invoice Data (EDMSINA)

Comment: @Purpose:

To create the transmission envelope for rental billing invoice transaction sets for the sender interface to the Extol EDI Translation Software.

@Operational Method:

- Call this program after the interface program AMZ811A has already put the data in AMSEND. This program will create the necessary EDI transmission envelope and transmit it to the insurance company.



## ARMS Process Report

@Notes: Set Environment as ADDLIBLE ELEDIxxx where "xxx" is the first 3 characters of TRADING PARTNER PROFILE ID.

This program is executed only on the centralized ARMS host application system platform and is executed from the ARMS Packaging Translation Job (CLL811) program.

This program is currently stewarded by the Emerging Technologies Department's (ETD) Electronic Data Interchange (EDI) projects team.

### Process

Hierarchical numeric ID: 1.1.2.4.1.2.28

Coded name:

Name: DTQ Input for X12 Sender (DQxxxSC1) "xxx" = Company

Comment: @Definition: DQxxxSC is a data queue used to provide input for X.12 transaction sender (xxx = Company).

### Process

Hierarchical numeric ID: 1.1.2.4.1.3

Coded name:

Name: BAT Package and Send Transactions to specified ARMS Trading Partner Companies

Comment: @Definition: Package information held on the Centralized ARMS System into a batch package and send the information to specified ARMS Trading Partner Companies.

@Purpose: To prepare and send outbound transactions to specified ARMS Trading Partner Companies.

### Process

Hierarchical numeric ID: 1.1.2.4.1.3.7

Coded name: AM\*\*\*SNB

Name: PGM Send Batch Transmission (via ARMS-connected Value-Added Network AM\*\*\*SNB)

Comment: @Purpose:

To send from ARMS to specified ARMS Trading Partner Companies a Batch EDI Transmission of proprietary transaction data sets via ARMS-connected Value-Added Network. The transaction set functional group types sent are rental billing invoice documents ("IN") and rental location/rates maintenance documents ("OF").

@Operational Method:

Clear the EDI integration software Local Data Area data structure.

Retrieve the EDI integration software User Profile File record for  
ACCOUNT = 'ERAC ' and USERID = 'ERACARM'.

Load the entire retrieved record value to the EDI integration software  
Local Data Area data structure's subfield for PROFILE RECORD.

Load the remainder of the EDI integration software Local Data Area data  
structure's subfields as follows:

'IEERACARM '	User files library (E4LBLB)
'IESTRM '	Stream file name (E4LBST)
'IERCVD '	Received file name (E4LBRC)

## ARMS Process Report

'IEMSGS '	Messages file name (E4LBMS)
'IEFILE '	Received files file name (E4LBFL)
'IESLOG '	Session log file name (E4LBLG)
'0'	Base submit flag (E4LSBF)
'0'	Base calling code (E4LBCL)

IF the passed input COMPANY PROFILE ID parameter is a specified ARMS Trading Partner Companies production ('\*\*\*01'), load the COMMAND FILE NAME with 'IE\*\*\*SND'.

IF the passed input COMPANY PROFILE ID parameter is a specified ARMS Trading Partner Companies testing ('T\*\*\*T'), load the COMMAND FILE NAME with 'IE\*\*\*SNDT'.

Output to this program's Local Data Area (to be used by the EDI integration software) from the loaded EDI integration software Local Data Area data structure.

Execute the EDI integration software base ('IEIFEXEC') program to execute the receive file according to the information just loaded in the current batch job's Local Data Area.

Retrieve the EDI integration software Local Data Area and load into the EDI integration software data structure.

IF the EDI integration software Local Data Area data structure's Base Return Code is not a normal completion ('00'), then execute the Program Status Subroutine (\*PSSR) to produce a formatted RPG dump and execute Perform Internal Error Paging and Messaging ('AMPSSR') program.

Retrieve the current time and date and load into the appropriate Send Log File record fields.

Position the ARMS specified ARMS Trading Partner Companies Send Batch file at beginning of file and then read each record and perform the following until end of file:

..IF the retrieved record's Record Format ID is Transmission Start (TSMS01), move the retrieved record to the Transmission Start record format's data structure. Move the Transmission Start record format's TRADING PARTNER ID and TRANSMISSION CONTROL ID to the appropriate Send Log File fields and to the appropriate ARMS Time Line Data Queue data structure subfields.

..Write each retrieved record to the ARMS Send Log File.

..IF the retrieved record's Record Format ID is Transmission End (TSME01), then send a data queue entry to the ARMS Time Line data queue (DQAM70V1) that is associated with the send details written out to the ARMS Send Log.

@Notes:

This program is executed by the CLL811 CL batch program and is executed on the centralized ARMS host system platform ("RARMS") in the ARMS subsystem. It is passed a single input parameter of a 5-character COMPANY PROFILE ID.

@Files: (CRUD)

AM\*\*\*SNB (-R--) ARMS Transactions to be Sent to specified ARMS Trading Partner Companies via Send Batch

## ARMS Process Report

IEPROFL (-R--) EDI integration software User Profile File (in the IBM EDI integration software Production Library for \*USER)  
AMSNDLOG (C--) ARMS Transmissions Sent Log File

Files used as externally-defined data structures:

EX40LD EDS ETD: EDI integration software Local Data Area  
External Definition  
TSMS01V1 EDS Transmission Start Record Format  
DQAM70V1 EDS ARMS Time Line Input Data Queue external description

@Embedded Data/Constants:

'AM\*\*\*SNB' PROGRAM ID

Used as output to the job's Local Data Area for the execution of the EDI integration software base ('IEIFEXEC') program to execute the receive file:

'IEERACARM ' User files library  
'IESTRM ' Stream file name  
'IERCVD ' Received file name  
'IEMSGS ' Messages file name  
'IEFILE ' Received files file name  
'IESLOG ' Session log file name  
'0' Base submit flag  
'0' Base calling code  
'IE\*\*\*SND a ARMS Trading Partner Companies production ('\*\*\*01')  
COMMAND FILE NAME  
'IE\*\*\*SNDT a ARMS Trading Partner Companies testing ('T\*\*\*T')  
COMMAND FILE NAME

@Improvement Opportunities:

1.) Convert from OPM RPG to ILE RPG program.

2.) Replace the constant 'AM\*\*\*SNB' with the Program Status Data Structure subfield PROGRAM ID.

### Process

Hierarchical numeric ID: 1.1.2.4.1.3.10  
Coded name: AM0125  
Name: PGM Create Customer Batch Time Work File (AM0125)  
Comment: @Purpose:

To load a temporary job work file with each of the financial management or rental management trading partners preferred batch packaging/sending start times for production and test transaction data sets.

@Operational Method:

- Using the billing times from the ARMS profile and whether a company receives electronic bills, create the billing times work file for each company id in the ARMS profile (ARMSPR3). If the company is on a VAN (Value Added Network), get the billing time from the corresponding VAN profile.

@Files:

## ARMS Process Report

ARMSPR1 (-R--)

ARMSPR3 (-R--)

L811D (C---) ARMS Company Profile IDs and Batch

Packaging/Sending Time preferences job work file, unsorted.

### @Notes:

The following Trading Partner (Company) Profile ID values are specific ARMS communication connections that multiple trading partner utilize to exchange information with ARMS:

VN101 - an ARMS-connected VAN Information Systems Value-Added Network (VAN) software

VN201 - PC-ARMS

VN301 - ARMS/400

This is executed by the ARMS Batch Packaging/Send Job (CLL811) program on the centralized ARMS application system platform.

The ARMS system also enables electronic invoices, payments and remittances (processed here) to be sent/received for non-ARMS Rental Management Trading Partners that are Direct Billing/Remittance Trading Partners, such as Tennessee Valley Authority (an Enterprise Fleet Services customer). Therefore, ARMS will receive a data queue entry to generate an electronic invoice (and create an associated ARMS Rental Transaction Cross-Reference (AMXREF) file record) even though the trading partner never sent to ERAC (via ARMS) any initial rental authorization.

### @Embedded Data/Constants:

'AM0125' as PROGRAM ID input parameter for execution of the ARMS Program Status Subroutine Exception Handler (AMPSSR) program.

### @Improvement Opportunitites:

1.) Convert this OPM RPG to ILE RPG.

2.) Replace the constant 'AM0125' with the Program Status Data Structure's subfield defined for PROGRAM ID.

### Process

Hierarchical numeric ID: 1.1.2.4.1.3.13

Coded name: AM0140

Name: PGM Create Batch Transactions Work File (AM0140)

Comment: @Purpose:

To copy batch transaction data sets to a job file for batch packaging and sending for a specified trading partner.

### @Operational Method:

- Write the \*EOBD (End of Batch Data) APPD02 blank data record format to the AMPACK file for the current input parameter TRADING PARTNER PROFILE ID as the COMPANY PROFILE ID portion of the key and the '\*EOBD' as the key's CUSTOMER TRANSACTION ID.

- Retrieve all the data ready to be packaged and sent for a specified insurance company (until the End of Batch Data) is retrieved, written to a job work file, except the End of Batch Data record.

## ARMS Process Report

@Notes: This is executed by the ARMS Batch Packaging/Send Job (CLL811) program on the centralized ARMS application system platform with one 5-character input TRADING PARTNER PROFILE ID.

### @Files:

AMPACK (CR--) Transaction Data Sets to be packaged for sending  
L811B (C--) Batch Packaging Job Work File  
ARMSKEY (-R--) EDS  
APPD01V1 (-R--) EDS

### Process

Hierarchical numeric ID: 1.1.2.4.1.3.14  
Coded name: AM0151  
Name: PGM Package Batch Transaction for specified proprietary and ANSI X12 ARMS EDI Trading Partner Companies (AM0151)  
Comment: @Purpose:

To package control start records before and control end records after Vendor Invoices (IN) and Vendor Extension Request (RE) data set records, to form a complete transmission set. Control start and end records are used to route the transmission and indicates the type of transaction set being sent.

### @Operational Method:

- For each transaction data set  
--- Build the control start record formats (Transmission, Group, & Set)  
--- IF company ID EQUALS '\*\*\*01'  
Write record formats to specified ARMS Trading Partner

Companies send Batch

(AM\*\*\*SNB)

ELSE

Write record formats to send file (AMSEND)

--- For each transaction data set record format

----- Translate the location (AUTD01/ELCD01/IEBH01)

----- IF company ID EQUALS '\*\*\*01'

Write record format to ARMS Trading Partner Companies send

Batch

(AM\*\*\*SNB)

ELSE

Write record format to send file (AMSEND)

----- IF transaction data set EQAUL Vendor Invoice (IN)

Write record format to ARMS Billing Log

--- Build the control end record formats (Set, Group, & Transmission)

--- IF company ID EQUALS '\*\*\*01'

Write record formats to an ARMS Trading Partner Companies send

Batch

(AM\*\*\*SNB)

ELSE

Write record formats to send file (AMSEND)

--- Sends a data queue to the connect-specific communications sender

### @Notes:

## ARMS Process Report

- Control start/end records must match:

```
--- Transmission start
      Group Start (IN)
      Set Start
      :
      Set End
      Set Start
      :
      Set End
      Group End(IN)
Transmission End
```

The ARMS system will now enable electronic invoices, payments and remittances (processed here) to be sent/received for non-ARMS Rental Management Trading Partners that are Direct Billing/Remittance Trading Partners, such as Tennessee Valley Authority (an Enterprise Fleet Services customer). Therefore, ARMS will receive a data queue entry to generate an electronic invoice (and create an associated ARMS Rental Transaction Cross-Reference (AMXREF) file record) when the trading partner never sent to ERAC (via ARMS) any initial rental authorization.

```
@Files          (CRUD)

L811C            (-R--)
AM***SNB        (C---)
AMSEND          (C---)
AMBILLOG        (C---)
```

### Process

Hierarchical numeric ID: 1.1.2.4.1.4

Coded name:

Name: BAT Generate Vendor Request for Authorization Extension

Comment: @Definition: To generate requests for authorization extensions (RE's)

Based upon specific conditions of the rentals as determined from the Rental Database. This process is triggered by TIME.

@Purpose: To insure that rental extensions are requested in a timely fashion independantly of the manual call back process of the branch without the need of calling a bodyshop or adjustor, for those Trading Partners that allow the receipt of RE's.

### Process

Hierarchical numeric ID: 1.1.2.4.1.4.8

Coded name: CLL811

Name: PGM Transmit Batch Transactions (CLL811)

Comment: @Purpose:

To perform certain requests/services for our trading partners base on the host platform.

When on the Centralized ARMS system, to package any held information(invoices, office location) into batches and send the transmission to the trading partner.

When on the Distributed Rental Management system, to generate requests for authorization extension.

## ARMS Process Report

### @Operational Method:

- IF the host platform is the distributed rental system (includes claims connection system on CENTRAL), execute the procedure for generating authorization extension request(s).

- IF the host platform is the centralized ARMS system, batch package and send transmission to the trading partner.

1.) Use the Rental Management Trading Partner Profile - billing time, to initiate the batch package process at the predetermined time.

2.) At each scheduled time batch package any held information:

a) Use the Rental Management Trading Partner Profile to set the Trading Partner Company Profile ID.

b) IF Company ID flagged for production, retrieve company specific records from application database(OPNQRYF).

c) IF Company ID flagged as test

- IF DEV host platform not available

Send error message

ELSE

Retrieve company specific records from application

Database on DEV host platform.

ENDIF

d) Copy Vendor invoices(IN) and office information (OF) to job file and insert 'bookmark' in application database file.

e) For each company id determine if there are records to package and how to package them:

- Single invoice per transmission (ANY ARMS-CONNECTED VAN )

- Multiple invoices per transmission

- IF Company ID = ARMS Trading Partner Company then EDI

format is proprietary

ELSE

Convert proprietary format to X12

ENDIF

3.) Reorganize the EDI integration software User Profile file when the file contains at least 10% of deleted records.

@Files: (CRUD)

L811E (CR-D)

L811D (-R-D)

L811C (C--D)

L811B (C--D)

AMPACK (-R--)

AM\*\*\*SNB (-R-D)

AM\*\*\*SNBSV (C--)

### Process

Hierarchical numeric ID: 1.1.2.4.1.4.9

Coded name: CC0BREV1

Name: PGM Send Claims Connection Vendor Extension Requests (CC0BREV1)

## ARMS Process Report

Comment: @Purpose:

For those Rental Management Trading Partners that want this service, to interrogate the extension control file and determine if an authorization extension is needed. A data queue entry will be created for all contracts that have expired.

@Operational Method:

- For each extension control record
  - Verify the contract is authorized with the Rental Management Trading Partner having bill-to responsibility.
  - Determine if the extension / Due Back date has sired and the Rental Management Trading Partner hasn't sent a termination date.
  - Verify the Rental Management Trading Partner allows / is setup for this service - Generate request for extension.

@Files (CRUD)

CCEXTCTL (-R--)  
CCMASTER (-R--)  
REQSTCTL (-R--)

@Notes:

- Batch jobs runs during the startup of ARMS (L811) between 3:00am and 5:00am cst.
- This program only runs on the centralized financial system(Central).

### Process

Hierarchical numeric ID: 1.1.2.4.1.4.16

Coded name: ECOBREV1

Name: PGM Send ECARS Vendor Extension Requests (ECOBREV1)

Comment: @Purpose:

For those Rental Management Trading Partners that want this service, to interrogate the callback control file and determine if an authorization extension is needed. A data queue entry will be created for all contracts that have expired.

@Operational Method:

- For each callback control record
  - Verify the callback is an authorized open ticket with the Rental Management Trading Partner having bill-to responsibility.
  - Determine if the extension date has expired and the Rental Management Trading Partner hasn't sent a termination date.
  - Verify the Rental Management Trading Partner allows / is setup for this service - Generate request for extension.

@Files (CRUD)

CB007P00 (-R--)  
RACSMAS (-R--)  
ECEXTCTL (-R--)  
RACSUSP (-R--)

@Notes:

- Batch jobs runs during the startup of ARMS (L811) between 3:00am and 5:00am cst.



## ARMS Process Report

### Process

Hierarchical numeric ID: 1.1.2.4.2

Coded name:

Name: AUT Generate CC Rental Billing Invoice

Comment: @Definition: The automatic process of generating billing invoices for rentals from third parties via CLAIMS CONNECTION.

### Process

Hierarchical numeric ID: 1.1.2.4.2.1

Coded name: CC00INV1

Name: PGM Generate Electronic Invoice Detail (CC00INV1)

Comment: @Purpose:

To generate Vendor Invoice(IN) data set for sending to the Rental Management Trading Partner in response to the Claims Connection System closing the rental contract.

@Operational Method

- Wait indefinitely for the next DQAM60V1 data queue entry with a key of INC'.

- IF the receive data queue entry is a shutdown request, close program files and send that request to data queue DQANDST to inform the distributed send program it has ended.

- IF the receive data queue entry is a non-shutdown request THEN  
- Rental contract meets authorization criteria  
- IF the necessary data base records are retrieved THEN  
- Build the applicable record format(s) and write the record to the distribution transaction file(ANDIST). Only build RATD01 record format if trading partner profile indicates it.

ENDIF

- Send a data queue entry on to the Distributed Send to Centralized data queue (DQANDST).

ENDIF

- Send a data queue entry to Dispatch Data Queue (DQAM60V1) with a key of 'DIS' to finish the request.

ENDIF

@Constants/Embedded Data:

- DAILY RENTAL - constant
- SALES TAX - constant
- MISC EXP - constant
- SURCHARGE - constant
- 43-0724835 (tx id) - constant

@Improvement Opportunity

- Use program status data structure when referring to program name.

@Files (CRUD)

CCCLSC (-R--)

## ARMS Process Report

CCSURDTL (-R--)  
ANDIST (C---)  
OFFDRB (-R--)

### @Notes

- This program only runs on the centralized financial host platform.
- Application Data Set Formats
  - APPD01 - Enterprise internal format
  - IEBH01 - Invoice header format
  - RATD01 - Rate detail format
  - RNTD01 - Renter detail 1 format
  - REND01 - Rental Notification format
  - INSD01 - Insured format
  - IEBD01 - Invoice detail format
  - IEBT01 - Invoice total format
  - ELCD01 - Arms vendor location

### Process

Hierarchical numeric ID: 1.1.2.4.3  
Coded name:  
Name: AUT Edit Outbound Transaction  
Comment: @Definition: The automatic process of validating or editing the invoice formats and also updating the distributed ARMS database.

### Process

Hierarchical numeric ID: 1.1.2.4.3.1  
Coded name: AM0062V1  
Name: PGM Edit Outbound Transaction (AM0062V1)  
Comment: @Purpose:

To perform the distributed edit processing on any generated proprietary EDI transaction sets in the ARMS Distributed Transactions Sets to be Centralized (ANDIST) file prior to being sent to the centralized ARMS application host platform for routing.

### @Operational Method:

This program endlessly receives the non-keyed input data queue entries from the input data queue (DQAM62V1) that the ARMS Dispatch Rental Systems Request program (AM0060V1) generated as input to this program.

Once a shutdown data queue entry is received, then send this shutdown data queue entry to the DQANDST data queue and end this program.

For any non-shutdown data queue entry, check the non-shutdown key Group Type Code to be one of the following values:

'AC' (Rental Transaction Authorization Confirmation)  
'ER' (Rejected Transaction in Error)  
'IN' (Completed Rental Billing Invoice)  
'OF' (Rental Office Location/Rates Maintenance)  
'RA' (Rental Transaction Request for Authorization)  
'RC' (Rental Transaction Request for Cancellation of Authorization)  
'RE' (Rental Transaction Request for Authorization Extension)  
'RN' (Rental Transaction Rental Notification Start/End)

## ARMS Process Report

IF the data queue entry's Group Type Code is NOT one of the above, then error the transaction set with the ERROR CODE = '16' ("Invalid Group Type Code").

Read each of the input data queue entry's associated Transaction Sets File records (currently only AMINTR is processed).

IF any record format read is not valid for the validated Group Type, then error the transaction set with ERROR CODE = '70' ("Invalid Format Specified in Set")

IF any following Record Format ID's are read, check:

..IF its associated record format data structure has already been loaded, then error the transaction set with ERROR CODE = '71' ("Only One Format of This Type Allowed in Set"):

'ADJD01'  
'ADJD02'  
'APPD01'  
'AUTD01'  
'CAND01'  
'ELCD01'  
'ERRD01'  
'IEBH01'  
'IEBT01'  
'INSD01'  
'OFFD01'  
'REND01'  
'RNTD01'  
'RNTD02'  
'RPRD01'  
'VEDD01'

..ELSE, load the read record format into the record format's data structure.

..IF more than two (2) 'RATD01' record formats are read, then error the transaction set with ERROR CODE = '90' ("Invalid Format - Not Agreed Upon").

..Only allow loading and output of the following maximum occurrences of these Record Format ID's per transaction set, however, do not error the transaction if more are found, just do not allow loading, editing and output of them:

10 'COMD01' Comment Detail  
35 'IEBD01' Invoice Detail  
30 'SURD01' Approved Surcharge Detail

IF GROUP TYPE CODE = 'IN' (Invoice), then do the following:

..Validate that the required formats for this Group Type Code exist ('APPD01', 'ELCD01', 'IEBH01'; 'IEBT01'; 'INSD01'; 'REND01'; 'RNTD01'; at least one 'IEBD01'), and IF the 'IEBT01' record format's TOTAL AMOUNT DUE (IETDUE) is not zero. ELSE, error the transaction set with ERROR CODE = '69' ("Required Format Missing from Set").

..Perform transaction set group type specific record format's data element (field) value edits.

..IF no errors are found, then:

## ARMS Process Report

....IF the data queue entry's VENDOR TRANSACTION ID is blank, then do the following (This is for any Financial Management Trading Partner who is able to receive any rental transaction's EDI Invoices but is not a Rental Management Trading Partner - Non-ARMS participating customer) :

.....Add a new ARMS Rental Transaction Cross-Reference File record by executing the ARMS Assign Next Vendor Transaction ID ('AMRTVSQ') program to retrieve the next VENDOR TRANSACTION ID value

.....Execute the ARMS Inquire/Update Rental Cross-Reference Record (AM1010V1) program for update to add the record passing this rental contract (ticket) identifier, rental location, the retrieve VENDOR TRANSACTION ID and a CUSTOMER TRANSACTION ID comprised of the current date in ccyyymmdd format.

.....IF its PROGRAM RETURN CODE is not blank, then error the transaction set with ERROR CODE = '82' ("Request Rejected - Cannot Identify Transaction ID").

.....ELSE, Update each loaded record format's key values data elements with the new CUSTOMER TRANSACTION ID and VENDOR TRANSACTION ID values.

.....ENDIF

....ENDIF

....Execute the ARMS Inquire/Update Rental Cross-Reference Record (AM1010V1) program for inquiry to check its STATUS CODE value.

....IF its PROGRAM RETURN CODE is not blank, then error the transaction set with ERROR CODE = '82' ("Request Rejected - Cannot Identify Transaction ID")

....ELSE, its PROGRAM RETURN CODE is blank, then

.....IF the STATUS CODE is not currently 'B' (Billed), 'A' (Audited), 'P' (Paid), 'Q' (Invoice Rejected by Customer), then Execute the ARMS Inquire/Update Rental Cross-Reference Record (AM1010V1) program for inquiry to update its STATUS CODE value to 'B' (Billed)

.....ENDIF

....ENDIF

....Write the record formats read to the ARMS Distributed Generated Transaction Sets to be sent to the centralized ARMS system for routing file (ANDIST)

....Send the input data queue entry as an output data queue entry to data queue (DQANDST) for subsequent transmission to the centralized ARMS host platform/machine.

..ENDIF

@Notes:

This program is submitted for execution by the ARMS Startup Jobs program (CLL810) with no entry parameters to execute only on the ECARS host system platform (NOT "CENTRAL" nor "RARMS"). Currently, the only (non-shutdown) transaction set group type code processed in this program is the proprietary EDI Invoice Transaction Set Invoice ("IN") group types. These invoice transaction sets were generated within a non-ARMS stewarded program, Generate ECARS Daily (Nightly) Billing batch (RB0010) program.

This is currently not performed on the Claims Connection host platform ("CENTRAL") because the Claims Connection process for Closing a Third-Party Rental Ticket sends a data queue entry to the ARMS Dispatch Rental Systems Request (AM0060V1) program to dispatch a data queue entry to the ARMS Generate Proprietary EDI Electronic Invoice Detail Transaction Set (CC00INV1) program, stewarded by ARMS.

IF any error is found, then do not process this transaction any further and execute the ARMS Handle Internal Error (AM0097V1) program, passing the input parameters of this data queue entry's key data elements and the currently loaded

## ARMS Process Report

ERROR CODE value. This will notify ARMS On-Call of the errored transaction set's data queue entry value and the applicable ERROR CODE. Do NOT output the transaction set's record formats to the ANDIST file nor send its data queue entry to DQANDST.

The ARMS system will now enable electronic invoices, payments and remittances (processed here) to be sent/received for non-ARMS Rental Management Trading Partners that are Direct Billing/Remittance Trading Partners, such as Tennessee Valley Authority (an Enterprise Fleet Services customer) and AAA of California. Therefore, ARMS will receive a data queue entry to generate an electronic invoice (and create an associated ARMS Rental Transaction Cross-Reference (AMXREF) file record) when the trading partner never sent to ERAC (via ARMS) any initial rental authorization.

@Files: (CRUD)

ANDQINFO (-R--) ARMS Data Queue Information File

AMINTR (-R--) ARMS Unedited Invoice Transaction Sets File

ANDIST (CR--) ARMS Distributed Generated Transaction Sets to be sent

to the centralized ARMS system for routing.

@Embedded Data/Constants:

'0123456789'

'0123456789ABCDEFGHIJKLMNPOQRSTUVWXYZ '

'AM0062V1'

'AM0062V1 '

@Improvement Opportunities:

1.) Convert this OPM RPG program to an ILE RPG program.

2.) Delete the 'AM0062V1' program name constants and specify/use the Program Status Data Structure's PROGRAM ID data element.

3.) Delete the constants for valid numbers and use the TESTN operation for testing numerics.

4.) Add the submission of this program for execution on the Claims Connection host platform ("CENTRAL") because the mandatory field data values loaded from its rental system database must also be performed. The transaction set generation and editing processes should only be different in the fact that they access different rental systems databases.

5.) Replace the execution of the ARMS Handle Internal Error ('AM0097V1') program with the execution of the newer ARMS Handle Internal/External Error ('AM0098') program.

### Process

Hierarchical numeric ID: 1.1.2.4.3.4

Coded name:

Name: DTQ Input to AM0062 (DQAM62V1)

Comment: @Definition: DQAM62V1 is a data queue used to provide input for PGM AM0062V1 which processes invoices read from file AMINTR to be sent to an EDI Trading Partner.

### Process

## ARMS Process Report

Hierarchical numeric ID: 1.1.2.4.5

Coded name:

Name: BAT Generate Invoice - ECARS

Comment: @Definition: The batch process of generating invoice formats required for electronic billing in response to ECARS closing a rental. This process is triggered by TIME.

@Purpose: To be able to generate invoices for closed rentals in an automated fashion.

### Process

Hierarchical numeric ID: 1.1.2.4.5.1

Coded name: RB0010

Name: PGM Create ECARS Invoice Detail (RB0010)

Comment: @Purpose:

To generate the initial billing invoices for closed rental contracts/tickets that have billing customers assigned that have a balance due that were closed on the previous business day.

Will also generate duplicate billing invoices for any closed rental contracts/tickets that have billing customers assigned that have a balance due that were selected for rebilling.

#### @Operational Method:

- IF on "DEV" development platform, then retrieve the associated host platform Machine Name for the rental contract/ticket's Group and Branch ID.

ELSE retrieve the current application host platform's Machine Name where this program is executing.

- Set any special machine related attributes.  
- For each customer's closed rental tickets selected for generation of the billing invoices in the job file, RACBILLJ (ECR: Facsimile Billing Master File, sorted by Customer), perform the following steps:

1) Retrieve the closed rental contract/ticket information from the closed closed rental contract/ticket and its supplementary files.

2) Retrieve the ARMS profile and attempt to retrieve an associated ARMS Rental Transaction Cross-Reference information by executing the Retrieve ARMS Data (AM2090V1) program.

3) Check if the Bill-To Customer attributes returned from AM2090V1 indicates that the trading partner has the capability to receive electronic billing invoices or should be sent paper billing invoices. (Paper bills are default.)

4) IF electronic billing for ARMS,  
a) Generate formats APPD01, IEBH01, ELCD01, RNTD01, REND01.  
b) IF the profile dictates that the RATD01 format needs to be generated, generate it with 3 different information contents - units and rates, units only and units and rates without relating to each other.

c) Write the data queue entry to DQAM62V1 to send of the invoice transaction.

d) Delete the original bill from RACBILL.

e) Maintain electronic bills generation counts.

ELSE electronic billing for non-ARMS customer.

a) Generate formats APPD01, IEBH01, ELCD01, RNTD01, and REND01.

b) For invoicing only customers also generate the AUTD01, and ADJD01 formats.

## ARMS Process Report

c) Write the data queue entry to DQAM62V1 to send the invoice transaction.

d) Delete the original bill from RACBILL.

e) Maintain electronic bills generation counts.

ELSE paper bills

a) Print the bill to appropriate medium (tape file, physical file)  
(Tape is turned over to a third party firm for sorting by ZIP/Postal Code, grouping and printing, envelope stuffing, postage and mailing.)

b) Delete the original bill from RACBILL if bill was printed.

c) Maintain paper bill generation counts

5) If unsupported version of billing type (type greater than 4), print on exception report and update the bill in RACBILL to a daily frequency so that the bill may be generated the day the error has been fixed.

6) IF ticket is not found in the closed ticket files, print on exception report and delete the bill from RACBILL.

7) At customer total time, maintain number of envelopes needed and reset paper billing counter.

- Repeat the above steps for the next customer until there are no more customers to process.

@Notes:

The various ticket types are : I=Insurance B=Bodyshop D=Dealer R=Regular

0=Other.

The various billing types are : 1=Tot Less 2=Dy Tax 3=Dy NoTax 4=Other

5=Rebill.

The ARMS system now enables electronic invoices, payments and remittances (processed here) to be sent/received for non-ARMS Rental Management Trading Partners that are Direct Billing/Remittance Trading Partners, such as Tennessee Valley Authority (an Enterprise Fleet Services customer). Therefore, at the initial billing invoice generation occurrence, no ARMS Rental Transaction Cross-Reference file record will exist at that time.

@Files: (CRUD)

RACBILLJ (\_R\_)

RABMSG (\_R\_)

FEDTAXID (\_R\_)

QRACCLSQ (\_R\_)

RACSCLD (\_R\_)

OFFDRB (\_R\_)

CUSTMAST (\_R\_)

ECSURCHG (\_R\_)

RACBRIST (\_R\_)

RACBILL (\_RU\_)

RACINS (\_R\_)

BCPECG (\_R\_)

AMXCLS (\_R\_)

OFGBLN (\_R\_)

RACILN (\_R\_)

RACDJD (\_R\_)

RACBILLT (C\_)

AMINTR (CRU\_)

RAGBBT (\_R\_)

## ARMS Process Report

### Process

Hierarchical numeric ID: 1.1.2.4.5.2

Coded name: CHKZP

Name: PGM Format ZIP (CHKZP)

Comment: @Purpose: To place the passed Zip Code into proper country format for printing or display.

@Operational Method:

This program expects the following parameters: (EDS CHKZPI)

ZPZIPS - SHIPPING Zip Code

ZPEDTS - Edit Code Type

If not provided, format of edited zip code is determined by state.

If provided, determines the format desired for the passed zip code and ignores state code. Valid action codes are:

- |    |                        |         |
|----|------------------------|---------|
| 1: | 5 dash 4 (xxxxx-xxxx)  | U.S.    |
| 2: | 5 blank 4 (xxxxx xxxx) | U.S.    |
| 3: | ** NOT USED **         |         |
| 4: | 5 only (xxxxx )        | MEXICO  |
| 5: | 3 blank 3 (xxx xxx )   | CANADA  |
| 6: | 4 blank 3 (xxxx xxx )  | EUROPE  |
| 9: | 9 blank (xxxxxxxxxx )  | GENERIC |

ZPSTS - State. If passed, and edit code is blank, is used to retrieve proper edit format from state code file. If state not found, edit format defaults to #9.

ZPNUMS - Edit Code (Blank, "A", "B", "N" or "Z")

Blank = A thru Z & 0 thru 9

A = A thru Z

B = A thru Z, 0 thru 9 & blank

N = 0 thru 9

Z = Anything

-----  
ZPZIPM - MAILING Zip Code

ZPEDTM - Edit Code Type

If not provided, format of edited zip code is determined by state.

If provided, determines the format desired for the passed zip code and ignores state code. Valid action codes are:

- |    |                        |         |
|----|------------------------|---------|
| 1: | 5 dash 4 (xxxxx-xxxx)  | U.S.    |
| 2: | 5 blank 4 (xxxxx xxxx) | U.S.    |
| 3: | ** NOT USED **         |         |
| 4: | 5 only (xxxxx )        | MEXICO  |
| 5: | 3 blank 3 (xxx xxx )   | CANADA  |
| 6: | 4 blank 3 (xxxx xxx )  | EUROPE  |
| 9: | 9 blank (xxxxxxxxxx )  | GENERIC |

ZPSTM - State. If passed, and edit code is blank, is used to retrieve proper edit format from state code file. If state not found, edit format defaults to #9.

ZPNUMM - Edit Code (Blank, "A", "B", "N" or "Z")

Blank = A thru Z & 0 thru 9

A = A thru Z

B = A thru Z, 0 thru 9 & blank

N = 0 thru 9

Z = Anything



## ARMS Process Report

The program returns the following parameters: (EDS CHKZPO)

ZOZIPS - SHIPPING Zip code, formatted for print. 10 pos.  
ZOCNTS - Country code. Retrieved from State file if not passed.  
ZONAMS - Country Name. Retrieved from State file.  
ZOMSGS - Error Message. If field is greater than blank, indicates an error.  
ZOZIPM - SHIPPING Zip code, formatted for print. 10 pos.  
ZOCNTM - Country code. Retrieved from State file if not passed.  
ZONAMM - Country Name. Retrieved from State file.  
ZOMSGM - Error Message. If field is greater than blank, indicates an error.

-----  
@Notes: Program moves input ZIP to output ZIP before performing edits.

This serves as a default in case that an error occurs, program will always return a value. Calling program should but is not forced to look at the error message.

### Process

Hierarchical numeric ID: 1.1.2.4.5.3

Coded name: VTS012A

Name: PGM Retrieve Vehicle Licensing Fee Charge Detail (VTS012A)

Comment: @Purpose:

To retrieve the Vehicle License Fee Days, Daily Unit Charge, and Total Charge for all input units for a group, branch, and ticket number.

@Operational Method:

The program expects the following data elements as the parameters (EDS VT024X1) with group, branch, ticket and the four unit numbers filled in:

Processing Mode  
Ticket  
Calendar Rental Flag  
Ticket End Date  
Renting Group  
Renting Branch  
Init Total Days  
Unit Total Days  
Unit 1  
Unit 2  
Unit 3  
Unit 4  
Date Out 1  
Date Out 2  
Date Out 3  
Date Out 4  
Date In 1  
Date In 2  
Date In 3  
Date In 4  
Init VLF Days Unit 1  
Init VLF Days Unit 2  
Init VLF Days Unit 3  
Init VLF Days Unit 4  
New VLF Days Unit 1  
New VLF Days Unit 2  
New VLF Days Unit 3

## ARMS Process Report

New VLF Days Unit 4  
Segment 1 Days  
Segment 2 Days  
Segment 3 Days  
Segment 4 Days  
Segment 1 Weeks  
Segment 2 Weeks  
Segment 3 Weeks  
Segment 4 Weeks  
Segment 1 Months  
Segment 2 Months  
Segment 3 Months  
Segment 4 Months  
Daily VLF Unit 1  
Daily VLF Unit 2  
Daily VLF Unit 3  
Daily VLF Unit 4  
Total VLF Unit 1  
Total VLF Unit 2  
Total VLF Unit 3  
Total VLF Unit 4  
Total Rental VLF  
CA Branch  
Employee Number  
Start Charges 1 Time  
Ticket end time  
VLF Bill To Flag  
CA License Renewal No-Unit 1  
CA License Renewal No-Unit 2  
CA License Renewal No-Unit 3  
CA License Renewal No-Unit 4  
Bill To Less VLF  
Bill To Plus VLF  
Return Code 1  
Return Code 2  
Return Code 3  
Return Code 4

### Process

Hierarchical numeric ID: 1.1.2.4.5.6

Coded name: CCRAVN

Name: PGM Retrieve VIN (CCRAVN)

Comment: @Purpose: To return the Vehicle Identification Number (VIN) for a unit.

@Operational Method:

The program expects the following input parameters: unit number, ticket type ('D'ealer) and Option ('1'= Open a Ticket). VIN is returned along with the print flag. The parameter list is as follows:

UNIT NUMBER  
TICKET TYPE  
VIN#  
PRINT FLAG  
TICKET OPTION

### Process

## ARMS Process Report

Hierarchical numeric ID: 1.1.2.4.5.7

Coded name:

Name: RPT Exceptions of ECARS Rental Contracts Not Invoiced

Comment: @Purpose: To create a report of all the ECARS closed tickets that were not invoiced during this invocation of the invoice generator, RB0010, because of an error so that it can be investigated and the error fixed before the ticket is resubmitted for invoicing.

@Report Distribution: Not defined.

### Process

Hierarchical numeric ID: 1.1.2.4.5.8

Coded name: CLJ340

Name: PGM Driver Program for Invoice Generation (CLJ340)

Comment: @Purpose: Prepare and bill closed / re-billed tickets for all trading partner based on their frequency.

@Operational methods:

- Collect requests for any ticket to be re-billed.
- Total the number of records for a given control group
- Update the detail records with the total for the control group
- Generate the invoices
- Generate listing of invoices not created.

### Process

Hierarchical numeric ID: 1.1.2.4.5.9

Coded name: RB0030

Name: PGM Create Total Record for Control Group (RB0030)

Comment: @Purpose: Create a total record for each control group, to be used later in the process for sorting and processing.

@Operational Method:

- Read every detail record, incrementing a number per control group.
- Write a record to work file with the total for control group.

@Notes: This pertains to invoices that are faxed.

### Process

Hierarchical numeric ID: 1.1.2.4.5.10

Coded name: RB0031

Name: PGM Update Detail Records with Control Group Total (RB0031)

Comment: @Purpose: Update detail records with control group total.

@Operational Method:

- Read every detail record, updating it with the control group total

@Notes: This pertains to invoices that are faxed.

## ARMS Process Report

### Process

Hierarchical numeric ID: 1.1.2.4.5.11

Coded name: RB0037

Name: PGM Calculate the actual number of Facsimilie (RB0037)

Comment: @Purpose: Update the individual detail records with the number total number control records for a givien group.

@Opertaional Method:

- Read the file counting the number of control records for a given group
- When the control group changes, update each detail record with that

number.

@Notes:

- This number is used for determining if a cover page is to be generated with the invoices.

### Process

Hierarchical numeric ID: 1.1.2.4.5.12

Coded name: F20114

Name: PGM Generate Facsimile Spool File for Control Group (F20114)

Comment: @Purpose: Distribute the spool file based on language code

@Operational Method:

- Read to work file group all records for a customer together.
- When the total page count is less than 6 no cover page is generated.
- When the total page count is 6 - 9, generate cover page - Portrait.
- When the total page count is greater than 10, generate cover page - landscape.
- Generate report.

### Process

Hierarchical numeric ID: 1.1.2.5

Coded name:

Name: BT Close ARMS Authorized Ticket

Comment: @Definition: The set of online activities that are used to calculate the billing totals for an ARMS Authorized Ticket that has closed.

@Purpose: Process that is executed to calculate the Trading Partner amount due.

### Process

Hierarchical numeric ID: 1.1.2.5.2

Coded name:

Name: ONL Close ARMS Authorized ECARS Ticket

Comment: @Definition: The process that close goes through to calculate the billing charges for an ARMS ticket.

### Process

## ARMS Process Report

Hierarchical numeric ID: 1.1.2.5.2.1

Coded name: ECARMSV1

Name: PGM Calculate EC Billing Charges for ARMS Tickets (ECARMSV1)

Comment: @Purpose: To calculate the amount to be billed to the renter and the amount to be billed to the insurance company at closing time for an ARMS authorized ticket.

@Operational Method:

This program when called will receive the ticket information as parameters.

For the passed ticket, perform the following steps:

- 1) Calculate the number of days to bill and total days authorized.
- 2) Get the group branch tax information to determine what surcharges apply and if the surcharges are taxable.
- 3) Load the approved surcharges from the file ECSURCHG, Surcharges Approved by Insurance Company File, into arrays based on the surcharge type, i.e., daily, lump and percent. Add the daily rate augmentor surcharges ('02'=city/state and '20'= underage) to the calculated authorized daily rate. Similarly, add the lump surcharge with code '11'=Miscellaneous to the calculated authorized lump total field. These special surcharges are not loaded to the surcharge arrays.
- 4) Check for any government surcharge, airport charge, additional charges (baby seat, additional driver charge etc) per rental charged on the ticket against the lump array to see if the insurance company has authorized that surcharge. If the amount in the ticket information matches the amount in the array, it means that this surcharge amount was authorized by the insurance company as the arrays were loaded from the approved surcharges file. If authorized, add this to the calculated lump total or the taxable lump total field if the charge is taxable for this ticket.
- 5) Check for any government surcharge, airport charge, additional charges (baby seat, additional driver charge etc), damage waiver for each unit, personal accident insurance for each unit, per day, charged on the ticket against the daily array to see if the insurance company has authorized that surcharge. If the amount in the ticket information matches the amount in the array, it means that this surcharge amount was authorized by the insurance company as the arrays were loaded from the approved surcharges file. If authorized, add this to the calculated daily authorized rate total or the dialy taxable total field if the charge is taxable for this ticket.
- 6) Similarly, check for percentage surcharges in the percent array.
- 7) Apply any discount to the calculated rates and compare against authorized maximum amounts for the ticket. If the calculated charges exceed the maximums, select the maximums as the charges to be billed to the insurance company.
- 7) If the claim type is "claimant", policy maximums are ignored otherwise the lesser of the bill-to amount and the policy maximum is chosen.
- 8) Retrun with the amount to be billed to the insurance company and the amount to be billed to the renter.

@Notes: Some ARMS Trading Partner Companies does not send us the amounts for the surcharges. They simply send us flags indicating which surcharges they will pay for ,e.g., PAI, DW, SLP etc. Any charge that the branch charges for the surcharge flag sent by them will be considered authorized subject to the maximums.

@Files:

GPBRTX	( _ R _ )
ECSURCHG	( _ R _ )
VT010P00	( _ R _ )
OFFDRB	( _ R _ )

## ARMS Process Report

### Process

Hierarchical numeric ID: 1.1.2.5.3

Coded name:

Name: ONL Close Claims Connection Ticket

Comment: @Definition: The process that close goes through to calculate the billing charges for an ARMS ticket.

### Process

Hierarchical numeric ID: 1.1.2.5.3.1

Coded name: CCARMSV1

Name: PGM Calculate CC Billing Charges for ARMS Tickets (CCARMSV1)

Comment: @Purpose: To calculate the amount to be billed to the renter and the amount to be billed to the insurance company at closing time for an ARMS authorized ticket.

@Operational Method:

1) Retrieve the ticket data.

2) Determine how many and which rental locations were used.

3) For each location perform the following steps:

- \* Calculate number of billing days for this location.
- \* Determine Bill-To days and the remaining authorized days
- \* Determine Bill-To Daily Rate
- \* Calculate total surcharge amount for this ticket/location
- \* Calculate Daily Maximum
- \* Select the lesser of the daily rate or the daily maximum
- \* Multiply bill-to daily rate times the number of bill-to days to determine extended bill-to rate.
- \* Add taxable authorized lump totals
- \* Calculate tax percentage. Multiply extended bill-to rate time tax percent to determine bill-to taxable amount
- \* Calculate markup per day amount, extend it and add to the bill-to amount

\* Add in percentage surcharges to total bill-to.

\* Percentage surcharges are non-taxable and are applied only to the base amount

\* Add approved non-taxable lump, daily, and percentage surcharges to the total bill-to ticket amount.

\* If loss type is NOT a claimant, select the lesser of the authorized amount and the calculated bill-to amount.

\* Calculate the bill-to percentage and the amount due from the trading partner.

\* If loss type is NOT a claimant, select the lesser of the amount due from the trading partner or the policy maximum.

@Files:

CCCLSC           (\_R\_)  
CCMASTER       (\_R\_)  
CCSURDTL       (\_R\_)

## ARMS Process Report

### Process

Hierarchical numeric ID: 1.1.3

Coded name:

Name: AA Office Information Synchronization Between Enterprise and Trading Partner

Comment: @Definition: The application area responsible for keeping the Enterprise office information database on the insurance companies host computer in synch with the database on Enterprise computer with regard to any new additions, changes or deletions to the office or the predefined rental rates information.

### Process

Hierarchical numeric ID: 1.1.3.1

Coded name:

Name: BT Synchronize Office Information for specified ARMS Trading Partner Companies

Comment: @Definition: The set of automated activities that are used to create and transmit Rental Location office information to a specified ARMS Trading Partner Company's host computer.

@Purpose: Communicate Enterprise existing rental location office information (telephone and/or rates) to the trading partner.

### Process

Hierarchical numeric ID: 1.1.3.1.5

Coded name:

Name: BAT Generate Office Maintenance Transactions for specified ARMS Trading Partner Companies

Comment: @Definition: The batch process that generates required office and predefined rental rates maintenance transactions to be sent to specified ARMS Trading Partner Companies host computer. This batch is triggered by TIME and scheduled in the automated job scheduler.

@Purpose: To allow for timely updated information of office and rate info to specified ARMS Trading Partner Companies.

@Notes: Rental Location Office changes are made by the Rental Application Systems during the day. These changes are process when this processes runs.

### Process

Hierarchical numeric ID: 1.1.3.1.5.1

Coded name: CLL900

Name: PGM Distribute Office and Rate Updates (CLL900)

Comment: @Purpose:

To collect office and predefined rental rates information changes and generate maintenance transactions to synchronize this information on the insurance company's host computer. Also, to consolidate these transactions from the distributed systems to the centralized ARMS system.

@Operational Method:

1) CALL CLL042 to generate rate maintenance transactions in file AMLOCTRN, Location/Rate Change Transactions.

## ARMS Process Report

2) IF the returned run status is 'Y', CALL AM0041V1 to generate the ARMS proprietary formats and send them to the centralized system.  
ELSE end the program.

### Process

Hierarchical numeric ID: 1.1.3.1.5.2  
Coded name: CLL042  
Name: PGM Gather Rate Updates (CLL042)  
Comment: @Purpose:

To determine if there are any changes to the predefined rental rates in file NRXRATES (national reservation exception rates) for insurance type customers and to generate synchronizing transactions for maintaining the rates on specified ARMS Trading Partner Company's host computer.

#### @Operational Method:

- Retrieve job run date and add one day to get tomorrow's date. Subtract one day to get yesterday's date.

1) Retrieve the last job completed date from data area DAL900STS and compare this date to yesterday's date.

a) IF this is not a rerun and the dates are not equal, notify ARMS On-Call (backup and primary). Set the run status flag to 'N' and return, so that the calling program, CLL900, does no further processing.

b) IF this is a rerun or the dates are equal (i.e. the job was completed yesterday), continue.

2) Open a query file selecting those rates from NRXRATES that become ineffective today and those that become effective tomorrow. Then CALL AM0042 to create rate maintenance transactions in AMLOCTRN for these selected records.

### Process

Hierarchical numeric ID: 1.1.3.1.5.3  
Coded name: AM0042  
Name: PGM Create Rate Update Transactions (AM0042)  
Comment: @Purpose:

To create predefined rental rate maintenance transactions for a location. Each location may have rates specified for each type of car that the location hosts with effective dates.

#### @Operational Method:

1) Read NRXRATES (Query file over NRXRATES, national reservations exception rates opened by CLL042) in a loop until end of file. The selection criteria for the query are: {Pre-arranged discount type = 'I' (Insurance)} AND {(Start Date = Job Date + 1) OR (Stop Date = Job Date)}. This will select any rates for a location that are ending today and/or any rates that are effective tomorrow.

2) In order to determine which type of maintenance (add, change or delete) to perform; this program holds the previous records key while it sequentially reads the query file (Key: Group + Branch + Car Type + Start Date). Remember we are dealing with only those records that are selected by the query.



## ARMS Process Report

a) IF the current record's Group+Branch+Car Type matches the previous record's, then this signifies a 'C'hange. Create rate change transaction in AMLOCTRN for this location and car type.

b) IF the current record's Group+Branch+Car Type does not match the previous record's, then :

i) IF the start date is tomorrow, this is an 'A'dd. Create rate add transaction in AMLOCTRN for this location and car type.

ii) IF the stop date is today, this is a 'D'elele. At this point, this condition HAS to be true. Create rate delete transaction in AMLOCTRN for this location and car type.

@Files:

NRXRATES (\_R\_\_)  
NRCTY (\_R\_\_)  
AMLOCTRN (C\_\_)

### Process

Hierarchical numeric ID: 1.1.3.1.5.4

Coded name: AM0041V1

Name: PGM Format and Distribute Office and Rate Updates (AM0041V1)

Comment: @Purpose:

To read the office and rate change transactions and generate appropriate ARMS proprietary formats for the synchronizing maintenance transactions that need to be sent to the insurance customer.

@Operational Method:

1) Read the ARMS Profile Application Specific Data (ARMSPR1) file starting with the first record and for each profile that specifies that the insurance company receives office and rate updates, perform the following steps.

2) Read the AMLOCTRN file and for each location in this file, check to make sure that the location is set up to receive ARMS reservations. IF the location is not set up, skip this record and read the next record ELSE continue.

3) Get the effective predefined rental rates for this location from the NRXRATES file and generate the office and rate maintenance transaction sets (format OFFD01) for this profile and write to file ANDIST for transmission to the centralized system. A data queue entry to the data queue DQANDST will trigger the transmission.

4) Get next record from AMLOCTRN and repeat steps 2,3,4 until all records in AMLOCTRN are read.

5) Finally, delete all records from file AMLOCTRN.

@Files:

ARMSPR1 (\_R\_\_)  
AMLOCTRN (CR\_D)  
NRXRATES (\_R\_\_)  
DROFF (\_R\_\_)  
NRCTY (\_R\_\_)  
ANDIST (C\_\_)

### Process

## ARMS Process Report

Hierarchical numeric ID: 1.1.3.2

Coded name:

Name: BT Synchronize Office Information for X12 Customer

Comment: @Definition: The set of automated activities that are used in the creation and transmission of Rental Location Office information to be sent to X.12 customers .

@Purpose: Communicate Enterprise existing rental location office information to the trading partner.

### Process

Hierarchical numeric ID: 1.1.3.2.6

Coded name:

Name: BAT Generate Office Location / Rates Maintenance Transaction Set 832 for X12

Comment: @Definition: The batch process of generating required office maintenance transactions (which includes office information and rates information) to be sent to X.12 customers. This batch is triggered by TIME and scheduled in ROBOT.

@Purpose: To allow for timely updated information of office and rate info to X-12 customers.

### Process

Hierarchical numeric ID: 1.1.3.2.6.1

Coded name: AML832A001

Name: MOD Convert Journal Entries to Transactions (AML832A001)

Comment: @Purpose:

To convert office directory information journaled changes to a change transactions for further processing.

@Operational Method:

- Read the job file, AML832JA (created via the DSPJRN command in the calling procedure) sequentially.

- Based on the before and after images of the office directory records in the journal entries, construct the change transactions with the appropriate business case into file, AM830P (AM Office change transactions). This will handle two business cases :

- 1 = Add/Update Rental Car Company Branch Number
- 6 = Delete Branch Number

@Notes:

1. Only U.S. Daily Rental locations will be processed.
2. If an error occurs, generate an error/page, then return and 'Exit Code' of '1' so the caller can detect that an error occurred.

Note also that this program module reads from AML832JA which is a file created by the DSPJRN command.

@Files:

AM830P (C\_UD)  
MACHID (\_R\_)

## ARMS Process Report

### Process

Hierarchical numeric ID: 1.1.3.2.6.2

Coded name: AML832A002

Name: MOD Determine Company & Invoke Send Office Updates (AML832A002)

Comment: @Purpose:

To determine which companies have requested for the office and pre-defined rental rate change transactions to be sent to them and to send the change transactions to the company if requested.

#### @Operational Method:

1) Read the profile data to determine which company has requested to receive the X.12 synchronizing office and rate maintenance transactions.

2) For each company that has requested office updates, perform the following (procedure PrcCstOfcUpdts):

a) Build the beginning transmission envelope using procedures BldArmsKey, BldTSMS01, BldGRPS01 and BldSETS01 in that order into AMSEND.

b) Invoke the GetCarClasses procedure with appropriate parameters to get the Enterprise and X12 car classes for this customer from file AMCLSTBL.

c) For all records in file AM830P (Office change transactions), invoke the procedure FmtSndOfcUpdts with appropriate parameters to write office update records to AMSEND. If a new office location is being added and the GetCarClasses procedure returned car classes, invoke the FmtSndRateUpdts procedure with appropriate parameters to write Rate Format records to AMSEND for the customer.

d) Build the ending transmission envelope using procedures BldSETE01, BldGRPE01 and BldTSME01 in that order into AMSEND.

e) Send a Data Queue to DQ832S to initiate the sending of this transmission.

#### @Notes:

If an error occurs, generate an error/page, then return an 'Exit Code' of '1' so the caller can detect that an error occurred. If an 'Exit Code' of '1' is returned from a called procedure, return the 'Exit Code' to the caller immediately.

#### @Files:

AM830P (-R--)

AM831P (-RU-)

ARMSPR1 (-R--)

ARMSPR3 (-R--)

AMSEND (C---)

### Process

Hierarchical numeric ID: 1.1.3.2.6.3

Coded name: AML832A003

Name: MOD Format and Send Office Updates (AML832A003)

Comment: @Purpose:

## ARMS Process Report

To format the information passed from the transaction file record to prepare it for sending.

### @Operational Method:

#### Procedure FmtSndOfcUpdts

- 1) Use procedure BldArmsKey to build the key for AMSEND.
- 2) Use procedure BldLocFmt (Build location format) to build the office maintenance transaction proprietary format X832F2 and write to AMSEND.
- 3) IF the location format is a business case 6 (delete branch), additional formats need to be generated to handle the service area updates as a result of the delete.
  - a) Retrieve all the service areas served by this branch (rental location) by reading the service area/location file AM831P01 in a loop using the rental location as the key.
  - b) For each of these service areas, call the locator procedure, AMRtnUSLoc, passing the service area to get the new branch for this service area. Update service area file, AM831P01 with the new location returned from AMRtnUSLoc unless a return code of '06' is received or the location returned is blank. In these cases, generate an error/page and skip to the next service area.
  - c) Use procedure BldSvcFmt to create the service area update format X832F1 and write to AMSEND.

### @Files:

AMSEND (C---)  
AM831P (-RU-)

### @Notes:

1. The service area formatting is shared with job AML833A and as such must be considered for a service program.
2. In general, if an error occurs generate an error/page; then return an 'Exit Code' of '1' so the caller can detect that the error occurred. If an 'Exit Code' of '1' is returned from a called procedure, return the 'Exit Code' to the caller immediately. There may be alternative handling of some errors noted in the operational method.

## Process

Hierarchical numeric ID: 1.1.3.2.6.4  
Coded name: AML832A004  
Name: MOD Maintain data area AM832A (AML832A004)  
Comment: @Purpose:

To maintain data area AM832A with the starting (from) date and time to be used for filtering the DSPJRN command in program AML832A on the next scheduled run. This is the last task performed after all processing for the job has been completed.

### @Operational Method:

#### Procedure SetNxtFrmDtTm.

Retrieve and lock data area AM832A. It will contain the starting (from) date and time used in the DSPJRN command for the current job.

Add 1 second to the date and time passed to this procedure, which

## ARMS Process Report

will contain the ending (to) date and time used to filter the DSPJRN command for the current job.

Update data area AM832A with the new value and unlock.

@Notes:

In general, if an error occurs generate an error/page; then return an 'Exit Code' of '1' so the caller can detect that the error occurred.

### Process

Hierarchical numeric ID: 1.1.3.2.6.5

Coded name: AML832A005

Name: MOD Format and Send Rates/Car Classes (AML832A005)

Comment: @Purpose:

To format the rates for retrieved car classes for any new Enterprise location being sent to the specified insurance company.

@Operational Method:

Procedure FmtSndRateUpdts.

1) Use procedure GetClassRates to get the rates for the specified customer for the specified location.

2) Use procedure SndRateFmts to write rate format X832F3 records to AMSEND for each X12 Class and Rate. Handle return codes as follows:

ALLRATES '00' Rates for all classes were found and sent for loc.

INVALPARM '01' Generate error/page and process next location.

NORATES '02' Generate error/page and process next location.

SOMERATES '03' Rates for some of the classes were found and sent.

LOCKEDRECORD '99' Generate error/page and process next location.

@Files:

AMCLSTBL (-R--)

AMSEND (C---)

@Notes:

1) In general, if an error occurs generate an error/page; then return an 'Exit Code' of '1' so the caller can detect that the error occurred. There may be alternative handling of some errors noted in the operational method.

### Process

Hierarchical numeric ID: 1.1.3.2.6.6

Coded name: AML832A006

Name: MOD Build ARMS Start/End for Office Updates (AML832A006)

Comment: @Purpose:

## ARMS Process Report

To build the key and data fields for the transmission, group, and set start and end envelope for office and rate updates.

### @Operational Method:

The following procedures are exported for use by other procedures. When building the office and rate update transactions, these procedures provide the ARMS proprietary transmission envelope formats.

The file AMSEND consists of two parts, the key and the proprietary format. These procedures will return the key and envelope proprietary formats in the AMSEND data structure, AMSENDSDS.

#### 1) Procedure BldArmsKey:

- a) Clear the ARMSKEY and AMSEND data structures.
- b) Populate the ARMSKEY (Data Structure) fields and move the ARMSKEY data structure to the ASNKEY field of the AMSEND data structure
- c) Return

#### 2) Transmission Start procedure BldTSMS01:

- a) Clear the TSMS01 data structure.
- b) Populate the TSMS01V1 (Data Structure) fields and move the TSMS01V1 data structure to the ASNDTA field of the AMSEND data structure
- c) Return

#### 3) Group start procedure BldGRPS01:

- a) Clear the GRPS01 data structure
- b) Populate the GRPS01V1 fields and move the GRPS01V1 data structure to the ASNDTA field of the AMSEND data structure
- c) Return

#### 4) Set start procedure BlsSETS01:

- a) Clear the SETS01 data structure
- b) Populate the SETS01V1 fields and move the SETS01V1 data structure to the ASNDTA field of the AMSEND data structure
- c) Return

#### 5) Transmission end procedure BldTSME01:

- a) Clear the TSME01 data structure
- b) Populate the TSME01V1 fields and move the TSME01V1 data structure to the ASNDTA field of the AMSEND data structure
- c) Return

#### 6) Group end procedure BldGRPE01:

- a) Clear the GRPE01 data structure
- b) Populate the GRPE01V1 fields and move the GRPE01V1 data structure to the ASNDTA field of the AMSEND data structure
- c) Return

#### 7) Set end procedure BldSETE01:

- a) Clear the SETE01 data structure
- b) Populate the SETE01V1 fields and move the SETE01V1 data structure to the ASNDTA field of the AMSEND data structure
- c) Return

### @Notes :

1. This module has been bound by copy into two different ILE programs AML832A and AML833A and such must be converted into a service program at some point.

## ARMS Process Report

2. If an error occurs, generate an error/page, then return an 'Exit Code' of '1' so the caller can detect that an error occurred.

### Process

Hierarchical numeric ID: 1.1.3.2.6.7  
Coded name: AML833A001  
Name: MOD Select Unique Service Areas (AML833A001)  
Comment: @Purpose:

To select each unique ARMS Trading Partner Company service area (area code + exchange) from all the phone numbers in the US, associate a location, and record the combination.

#### @Operational Method:

1) The first parameter to this module specifies the service area to start processing from. If it is blank, process all service areas.

2) Since the service areas consist of the phone number, area code, and prefix; the maximum service area is '999999'. For each sequential possible service area from 1 through 999999, try positioning file AT001P01 to the record for that service area. If successful, send a data queue containing that service area to DQ834Q.

3) Monitor data queue DQ834Q while processing. Any time the data queue accumulates more than 1000 entries, delay the job for 45 seconds repeatedly until there are 1000 or less entries. If 30 delays are executed before the count falls to 1000 or less, return a value of 'Y' (Abnormal end) to AML833A so it will generate an error/page.

4) After service area '999999' is processed, return to AML833A.

#### @Files:

AT001P01 (-R--)

### Process

Hierarchical numeric ID: 1.1.3.2.6.9  
Coded name: AML833A003  
Name: MOD Determine Company and Invoke Send SA Updates (AML833A003)  
Comment: @Purpose:

To determine which companies have requested to receive the service area updates and then invoke the send routine for each such company.

#### @Operational Method:

1) Determine which company has requested to receive office and rate changes and for each such company, invoke procedure SndSvaUpd to send the updates.

#### @Notes:

If an 'Exit Code' of '1' is returned from a called procedure or an error occurs, generate an error/page and end the program immediately.

#### @Files:

## ARMS Process Report

ARMSPR1 (-R--)  
ARMSPR3 (-R--)

### Process

Hierarchical numeric ID: 1.1.3.2.6.10  
Coded name: AML833A004  
Name: MOD Format and Send SA Updates (AML833A004)  
Comment: @Purpose:

To format and send the service area change transactions to the specified company in the input parameters.

#### @Operational Method:

Procedure SndSvaUpd using specified company.

1) Use procedure BldArmsKey to build the key portion in file AMSEND.

2) Use transmission envelope procedures BldTSMS01, BldGRPS01 and BldSETS01 to build the beginning envelope.

3) For each service area in file, AM833P (AM Changed Service Areas) build proprietary format X832F1 with the appropriate business case into file AMSEND.

4) Build the ending envelope using procedures BldGRPE01, BldSETE01 and BldTSME01.

5) Send a data queue entry with the ARMSKEY to data queue DQ832S. This data queue entry will be picked up by the send interface program for actual mapping and sending.

6) Return to caller.

#### @Notes:

If an 'Exit Code' of '1' is returned from a called procedure or an error occurs, generate an error/page and end the program immediately.

#### @Files:

AM833P (-R--)  
AMSEND (C--)

### Process

Hierarchical numeric ID: 1.1.3.2.6.11  
Coded name: AML833A005  
Name: MOD Return a U.S. Location (AML833A005)  
Comment: @Purpose:

To return a U.S. location for a passed service area (Area Code and Exchange)

#### @Operational Method:

1) Initialize the data structure that is passed to the locator program, RAS013A.



## ARMS Process Report

- 2) Execute appropriate overrides to make the locator retrieve Enterprise branches only.
- 3) Use the locator program to determine the best case rental branch that could serve the service area passed to the program.
- 5) To determine if the returned branch is usable, we check DROFLF1.  
IF prevent ARMS, use forward to location.  
IF No forward to location, keep looking.  
IF country code is 'CA', keep looking.
- 6) The return value for procedure AMRtnUSLoc should be 12 characters. The first 2 positions are the return code (same codes as RAS013A). The other 10 positions are the location (as returned from RSA013A).
- 7) If there is an unexpected error, use \*PSSR to page on call staff after dumping the program
- 8) RETURN.

### @Files:

DROFLF1    (-R--)  
DROFFL7    (-R--)

### Process

Hierarchical numeric ID:        1.1.3.2.6.12  
Coded name: AML833A  
Name: PGM Send Service Area Updates (AML833A)  
Comment:    @Purpose:

To control the various procedures to synchronize the service areas (area code + exchange) representing Enterprise locations in the ARMS Trading Partner Company database with the Enterprise office directory database.

### @Operational Method:

- 1) The first input parameter specifies the number of never ending jobs which this program submits; each of these jobs calls program AML834A (Process Service Areas). These jobs will share the processing of entries sent to data queue AM834Q by this program (module AML833A001) by repeatedly receiving the next available data queue entry and processing it. This method is used to speed up processing.
- 2) If the second parameter is blank, this is not a restart; clear files AM833P (changed service areas) and AM834P (Claims Connection service areas).
- 3) Once the jobs are submitted, call procedure AML833A001 to process service areas. The second parameter to this program specifies the starting service area from where this procedure will start processing in the global phone number file. If it is blank, all service areas will be processed. The procedure will sequentially select all service areas from the starting point and send them to data queue AM834Q for processing by the AM834A jobs.
- 4) Generate an error/page if AML833A001 returns a value of 'Y' (Abnormal end). Otherwise, send a \*DOWN data queue to each of the AML8334A jobs to end them.
- 5) End this program when all the submitted jobs have shutdown.

## ARMS Process Report

### @Notes:

- 1) This job runs only on the ARMS Centralized system.
- 2) This program clears file AML833DA but the file is not used for anything. It is in the evolution plan to remove it and update the comments in all associated modules.
- 3) If an error occurs or an 'Exit Code' of '1' is returned by a called procedure, generate an error/page and end the program immediately.

### Process

Hierarchical numeric ID: 1.1.3.2.6.13  
Coded name: AML832A  
Name: PGM Update Office Directory (AML832A)  
Comment: @Purpose:

This is a CLLE program module and will serve as the entry point module for the ILE program AML832A which will consist of bound modules that will synchronize the office information between Enterprise and X.12 customers (i.e., any ARMS Trading Partner Company).

### @Operational Method:

- 1) Make sure the machine that this module executes is "RARMS". If not RARMS, end the program.
- 2) Get the last process date and time for the job from the data area AM832A. This is where the last process ran left off and this run should now get the entries from this date and time to the current date and time.
- 3) Convert the journal entries available in the OMS journal, @JRNLIB/OMSJRN for file OFFDRB to a job file, AML832JA. The job file has been created using command DSPJRN and essentially has the format the same as QADSPJRN (IBM supplied outfile format) except that the last field called JOESD (Entry Specific Data) is of length 480 which is the record length for OFFDRB. The command syntax will be as follows:

```
DSPJRN JRN(@JRNLIB/OMSJRN) FILE((*LIBL/OFFDRB *FIRST)) RCVRNG(*CURCHAIN)
FROMTIME(&FROMDATE &FROMTIME) TOTIME(&TODATE &TOTIME) JRNCDE((R *ALLSLT))
OUTPUT(*OUTFILE) OUTFILFMT(*TYPE1) OUTFILE(QTEMP/AML832JA) ENDTALEN(480)
```

The field JOESD will contain the after image of the entire OFFDRB record. Journal code (JRNCDE) of "R" means only those journal entries that relate to operations at the record level (add, update, delete). The journal receiver range needs to be \*CURCHAIN which means that all the receivers that are ON LINE since the last break in the receiver chain. OMS deletes OMSJRN journal receivers when they are 48 hours old. A new journal receiver is created whenever the current receiver is 200 Megabytes in size and a new receiver is created every day whether the last receiver reaches its threshold or not.

- 4) CALLPRC CnvtJrnlToTrns (Module AML832A001) to convert the journal entries to change transactions.

- 5) CALLPRC PrcOfcUpdates (Module AML832A002) which will determine all the companies that have requested office information to be sent to them and will then invoke the send module for each company.

## ARMS Process Report

6) CALLPRC SetNxtFrmDtTm (Module AML832A004) with the converted 'to date' and 'to time' in CYMD and HMS format. This procedure will maintain the data area AM832A for processing dates.

### @Notes:

If an 'Exit Code' of '1' is returned from a called procedure or an error occurs, generate an error/page and end the program immediately.

This program module creates the file AML832JA as a result of the DSPJRN command.

### Process

Hierarchical numeric ID: 1.1.3.2.6.15

Coded name:

Name: DTQ Service Areas to Send - Input to Sender (DQ832S)

Comment: @Definition: The data queue that initiates the sending of the X.12 synchronizing office and rate maintenance transactions to the X.12 insurance customer.

### Process

Hierarchical numeric ID: 1.1.3.2.6.16

Coded name: AML834A

Name: PGM Process Service Areas (AML834A)

Comment: @Purpose:

To create a service areas update file containing service areas that have been changed since the last time these service areas were sent to the insurance customers.

### @Operational Method:

1) Receive the service area from the input data queue, AM834Q.

2) Use procedure AMRtnUSLoc to get the Enterprise US location that will service this service area.

3) IF the service area exists in file AM831P (all US service areas file)  
a) if the location on file is the same as the location returned by AMRtnUSLoc, skip this service area else update the file with the correct location.  
b) add this service area to file, AM833P (changed service areas file)  
c) if the returned location is Claims Connection, add the service area to file AM834P (Claims connection service areas).

4) IF the service area does not exist in file AM831P (all US service areas file)  
a) add the service area to file AM831P.  
b) add this service area to file, AM833P (changed service areas file)  
c) if the returned location is Claims Connection, add the service area to file AM834P (Claims connection service areas).

5) When a shutdown entry is received from the data queue, update data area AM832A to reflect that this job is shutting down.

## ARMS Process Report

### @Files:

AM831P (CRU-)  
AM833P (CR--)  
AM834P (C---)

### Process

Hierarchical numeric ID: 1.1.3.2.6.17

Coded name:

Name: DTQ Service Areas to Process (AM834Q)

Comment: @Definition: This data queue is used to feed job AML834A with unique service areas for all US phone numbers. There can be several AML834A jobs running that feed off of this data queue.

### Process

Hierarchical numeric ID: 1.1.3.3

Coded name:

Name: BT Send Initial or Yearly Car Class Rates and Initail Office Information for X12 Customer

Comment: @Definition

The initial/yearly process of sending car class rates and office information to insurance customers who recieve this information in X.12 format.

#### @Purpose

Provide insurance customers with Enterprise office information and car class rates initially. Provide them with car class rates both initially and at yearly intervals.

### Process

Hierarchical numeric ID: 1.1.3.3.1

Coded name: AML831A

Name: PGM Send Car Class Rates (Initial/Yearly) and Office Info (Initial) (AML831A)

Comment: @Purpose

To control the procedure to send initial or yearly rates for car classes and initial office information to insurance customers who receive this information in X.12 format.

#### @Operational Method:

This program only runs on RARMS or DEV. On other computer platforms, it will exit immediately without processing.

Call procedure AML831A001 to retrieve rates and send them for the insurance customer specified.

### Process

Hierarchical numeric ID: 1.1.3.3.2

## ARMS Process Report

Coded name: AML831A001

Name: MOD Send Rates (Initial/Yearly) and Office Info (Initial) (AML831A001)

Comment: @Purpose

To send initial or yearly car class rates and initial office locations to the specified insurance customer in X.12 format.

### @Operational Method

- 1) Retrieve a transmission ID from data area AMTCID.
- 2) Call procedures in module AML832A006 to build the key and write the start formats to file AMSEND.
- 3) Call procedure GetCarClasses (module AML832A005) to retrieve car classes for the customer.
- 4) Call procedure LoadMachArray to retrieve all U.S. computer platforms.
- 5) Read through file OFFDRB, and process only U.S. office locations.
- 6) Call procedure FmtSndRateUpdts (module AML832A005) to send rates for the car classes retrieved. These will be written to AMSEND in X832F3 formats. If this is the initial load, specify business case '1'. If this is a yearly load, specify business case '3'.
- 7) If this is the initial load, call subprocedure SndOfcUpdt to send the office location information. This will be written to AMSEND in X832F2 formats using business case '1'.
- 8) Call procedures in module AML832A006 to build the key and write the end formats to file AMSEND.
- 9) Send a data queue to DQ832S containing the key with the transmission ID to initiate sending the information to the insurance customer when batch program AMZ832A runs.

### @Files: (CRUD)

OFFDBB (-R--)  
ARMSPR1 (-R--)  
ARMSPR3 (-R--)  
MACHID (-R--)  
AMSEND (C---)

### Process

Hierarchical numeric ID: 1.1.4

Coded name:

Name: AA ARMS Support

Comment: @Definition: The application area responsible for supporting ARMS communications environment, producing reports for customers and handling any operational problems that are discovered.

### Process

Hierarchical numeric ID: 1.1.4.1

## ARMS Process Report

Coded name:

Name: SA Manage Environment

Comment: @Definition: The activity that initiates the ARMS application and performs a controlled shutdown when needed. It also involves tasks to handle transactions bound for a machine that is currently unavailable.

### Process

Hierarchical numeric ID: 1.1.4.1.1

Coded name:

Name: BAT Purge Application Database

Comment: @Definition: This activity archives and reorganizes the application database, including some of the transactions work files.

### Process

Hierarchical numeric ID: 1.1.4.1.1.1

Coded name: AML992

Name: PGM Purge Cross-Reference and Associated Database File(s) by Vendor Id (AML992)

Comment: @Purpose:

To maintain the ARMS database by purging (deleting) old records.

@Operational Method:

- Calculate the oldest date for retained data.
- For each cross-reference record:
  - Delete all records, in the database, associated to the cross-reference where the status code and date criteria are met.
- Delete records as above until a shutdown request is detected.

@Notes: files AM095P and AM096P are retained for 25 months.

@Files: CRUD

AMXREF	(-R-D)
AMMNTLOG	(-R-D)
AMAUTD	(-R-D)
AMADJD	(-R-D)
AMCOMD	(-R-D)
AMINSR	(-R-D)
AMIEBH	(-R-D)
AMIEBD	(-R-D)
AMIEBT	(-R-D)
AMRATD	(-R-D)
AMRMTD	(-R-D)
AMRNTD	(-R-D)
AMRPRD	(-R-D)
AMSURD	(-R-D)
AMTIME	(-R-D)
AMMSCLOG	(-R-D)
AM990P	(-RUD)
AM095P	(-R-D)
AM096P	(-R-D)

### Process

## ARMS Process Report

Hierarchical numeric ID: 1.1.4.1.1.3

Coded name: AML994A

Name: PGM Stop Cross-Reference and Associated Database File(s) Purge (AML994A)

Comment: @Purpose:

To change the control data area (AM006A) for the purge (program AML992A), instructing it to shutdown.

@Operational Method:

- Change the contents (position 1 - 8) of the data area to cause the program to shutdown.

### Process

Hierarchical numeric ID: 1.1.4.1.1.4

Coded name: AML993A

Name: PGM Purge Orphan Transaction / Database Records (AML993A)

Comment: @Purpose:

To delete every record in the ARMS database, that does not have a corresponding cross-reference record.

@Operational Method:

- For each database file:
  - Read the file, deleting any record that does not have an associated cross-reference record.

@Note:

- Files AM0060SV, AMXFRLOG, and AMPGMERR are purged using a date obtained from the control file. Files AM095P and AM096P are retained for 25 months.

@Files

- AMERRHST	(-R-D)
- AM990P	(-R--)
AM0060SV	(-R-D)
AMADJD	(-R-D)
AMAUTD	(-R-D)
AMBILERR	(-R-D)
AMBILLOG	(-R-D)
AMCOMD	(-R-D)
AMIEBD	(-R-D)
AMIEBH	(-R-D)
AMIEBT	(-R-D)
AMINSO	(-R-D)
AMMNTLOG	(-R-D)
AMMSCLOG	(-R-D)
AMPGMERR	(-R-D)
AMRATD	(-R-D)
AMRCVERR	(-R-D)
AMRMTD	(-R-D)
AMRNTD	(-R-D)
AMRPRD	(-R-D)
AMSNDLOG	(-R-D)
AMSTSX	(-R-D)
AMSURD	(-R-D)
AMTIME	(-R-D)

## ARMS Process Report

AMTRNLOG (-R-D)  
AMXFRLOG (-R-D)  
AMXREF (-R-D)  
AM095P (-R-D)  
AM096P (-R-D)

### Process

Hierarchical numeric ID: 1.1.4.1.1.5

Coded name: AML995A

Name: PGM Stop Orphan Transaction / Database Records Purge (AML995A)

Comment: @Purpose:

To change the control data area (AM008A) for the purge (program AML993A), instructing it to shutdown.

@Operational Method:

- Change the contents (position 1 - 8) of the data area to cause the program to shutdown.

### Process

Hierarchical numeric ID: 1.1.4.1.1.6

Coded name: AML996A

Name: PGM Reorganized Application Database File(s) (AML996A)

Comment: @Purpose:

To maintain the size of the database files by reorganizing the objects, thus reducing amount of time required when accessing the data.

@Operational Method:

- Update the controlling data area with the file name to be reorganized. That way when the job ends in mid stream it can pick up where it let off.

### Process

Hierarchical numeric ID: 1.1.4.1.1.7

Coded name: AML997A

Name: PGM Archive Transaction File Data (AML997A)

Comment: @Purpose:

Based on a practical experience of the Application Support Staff, data within certain transaction files are archived for trouble shooting purpose.

@Operational Method:

- Create the archive files when they don't exist for the host machine running the program.

- Each file follows the same archiving procedure:
  - Second month rolled to temporary Third month
  - First month rolled to Second month
  - Current month rolled to First month
  - Empty Third month inserted as Current month



## ARMS Process Report

@Note: Presently the data is kept for two months.

### Process

Hierarchical numeric ID: 1.1.4.1.2

Coded name:

Name: BAT Startup ARMS Environment

Comment: @Definition: This activity reorganizes the transactions work files, data queues, archives needed information and prepares the environment for starting the ARMS application.

@Notes: The ARMS rejected transactions report is also generated by this activity.

### Process

Hierarchical numeric ID: 1.1.4.1.2.1

Coded name: CLL813

Name: PGM Delete and Rebuild Data Queues (CLL813)

Comment: @Purpose:

To delete and rebuild data queues. This is an IBM recommended procedure to improve data queue performance.

@Operational Method:

- CALL CLL813HIST to archive file, AMSET.

- CALL AM0038V1 to save data queue entries (for all data queues except DQAM62V1) and associated data to work files for restoring at a later time

- CALL AM0037V1 to save AMPACK (ARMS Transactions ready to be sent) records that have not been processed to a work file for restoring at a later time

- Read records from ANDQINFO file in a loop and for each data queue in the file, perform the following steps:

i) IF data queue name is DQAM62V1 and the machine is NOT DEV, skip this record and read the next record ELSE continue

ii) IF the associated data queue file name is blank, skip this record and read the next record ELSE continue

iii) IF the machine is RARMS and "RARMS Only" flag is 'Y'es,

OR IF the machine is DEV

OR IF the machine is NOT RARMS AND the RARMS only flag is NOT

'Y'es

IF the data queue name is blank, reorganize the data queue

file

IF the VAN is not specified

OR IF the VAN is specified AND this is the weekly run, clear the data queue file.

IF the file is in use, message ARMS On Call

- IF on the DEV machine, CALL CLL814 (as it is not submitted by ROBOT on DEV). On DEV CLL813 is called by CLL991.

### Process

Hierarchical numeric ID: 1.1.4.1.2.2

Coded name: CLL813HIST

Name: PGM Backup ARMS Critical Files (CLL813HIST)

## ARMS Process Report

Comment: @Purpose:

To backup files ANDIST, AMSET and AM0060LG.

@Operational Method:

- On the DEV machine, archive all three files with the \*REPLACE option on the CPYF command to keep the archived file size small.

- On the RARMS machine, archive the set file, AMSET with the \*ADD option to append to the previous archive

- On the distributed machine, archive the files ANDIST and AM0060LG to ANDIST\_HST and AM0060SV respectively with the \*ADD option to append to the previous archives.

### Process

Hierarchical numeric ID: 1.1.4.1.2.4

Coded name: AM0038

Name: PGM Save / Restore Data Queue Entries and Associated Data (AM0038)

Comment: @Purpose:

To save the data queue's data to a work file and then delete and recreate the data queue to improve its performance.

@Operational Method: Three parameters are passed to this program: the processing code ('S'ave or 'R'estore), the data queue name and the run type ('D'aily or 'W'weekly).

For 'S'ave processing do the following:

- If the data queue name parameter is \*ALL, read file, ANDQINFO in a loop  
Else read the file with the data queue name as the key and for each data queue that meets the following conditions :

is not DQAM62V1

is not blanks,

the VAN id is blanks OR

the VAN id is not blanks and the run type is 'W'weekly,

the machine is RARMS and the "RARMS Only" flag is 'Y'es,

the machine is 'DEV'

the machine is distributed and the RARMS Only flag is NOT 'Y'es;

Do the following:

IF the key length is greater than zero

receive all keys greater than blank

ELSE

simply receive each entry sequentially.

For each entry except the \*DOWN, \*STOP and \*WAIT entries, write the data queue key and data to a work file until all entries have been received.

For each entry that has associated records in a database file, write the records to a work file.

Then delete the data queue and recreate it.

For 'R'estore processing:

## ARMS Process Report

- If the data queue name parameter is \*ALL, read the work file in a loop ELSE read the work file with the data queue name as the key and for each data queue entry found in this file,

- i) Read the file, ANDQINFO to get the data queue information
- ii) Send the queue entry to the corresponding data queue via one of the two subroutines, one for keyed and one for non-keyed data queues.
- iii) Write any associated database records in the work file back to the appropriate database file.

For any chain failing in the above, CALL AMPSSR and message ARMS On Call.

### Process

Hierarchical numeric ID: 1.1.4.1.2.5

Coded name: AM0037V1

Name: PGM Backup Unprocessed Transactions in Package file AMPACK (AM0037V1)

Comment: @Purpose:

To save unprocessed AMPACK records.

@Operational Method:

Job L813 creates a work file, L813A by sorting AMPACK by company id.

Read previous L813A starting from the last record and save all 'IN'voice and 'OF'fice batch transactions that have not been sent.

Any company that has a format 'APPD02' record in AMPACK has already been processed and so do not save that company's data. Look for \*EOBD in the data portion and the format name 'APPD02'. This format is written by program AM0140 (called in CLL811) for each company that the batch transmission is sent to.

### Process

Hierarchical numeric ID: 1.1.4.1.2.6

Coded name: CLL810

Name: PGM ARMS Startup (CLL810)

Comment: @Purpose:

To start up the ARMS application system programs that make the ARMS system handle transactions on a continuous basis until a shutdown is initiated.

@Operational Method:

- Call program CC0006 to reset the callback control status flags from "OK" to "DO" in CCEXTCTL Claims Connection Callback file.

- Reset the Number of Transmission Envelope Validation NEP jobs currently active to zero.

-Allocate file AMXREF to determine if there is lock on this file. If there is no lock DeAllocate file and continue. If the file is locked and not available delay job and try again. If on the third attempt the file is still locked page the ARMS oncall.

- Submit the proper Never-Ending Program (NEP) batch jobs to the ARMS Job queue for the centralized ARMS external transaction-based ("real-time") communications (separate sending and receiving jobs for each specific connection),

## ARMS Process Report

centralized ARMS processing, centralized internal host platform distribution communications, distributed ARMS processing, distributed rental interface and distributed rental extraction transaction set generation processes. (This is based on the current host system name that this startup processing is being executed.)

### @Notes:

This processing is initiated daily around 3:30am. Shutdown: 11:50pm  
(all times for Central Time Zone)

@Files (CRUD)

none

### Process

Hierarchical numeric ID: 1.1.4.1.2.8

Coded name: CLL817

Name: PGM Copy / Print Rejected Transactions Report & Start Subsystem (CLL817)

Comment: @Purpose:

To consolidate all the transactions rejected by ARMS edits and generate an rejected transactions report after archiving the error log file, AMERRLOG. Also, start the ARMS subsystem if not already started.

### @Operational Method:

- IF on the distributed machine, copy file AMERRLOG to the same file on the ARMS host via DDM and then clear the file. If DDM link is unavailable, message on call staff.

- IF on the ARMS host, archive consolidated file AMERRLOG and generate rejected transactions report by calling program AM5000. Reorganize file AMERRLOG to remove deleted records.

- Start the ARMS subsystem if not already started.

### Process

Hierarchical numeric ID: 1.1.4.1.2.9

Coded name: AM5000

Name: PGM Print ARMS Error Log Report (AM5000)

Comment: @Purpose:

To generate the report for all the inbound and outbound transactions that were rejected by ARMS edits.

### @Operational Method:

- Read file AMERRLOG sequentially. The file is keyed by Company Id, Transmission Control Id, Group Control Id, Group Type and Customer Transaction Id.

- For every record in this file, write the header and all error codes and associated detail. For error codes 68 (Invalid Vendor Transaction Id) and 82 (Request Rejected : can not identify transaction) on an Authorization (AT) group type, retrieve the SET 9formats beginning with "SET") and Renter (formats beginning with "RNT") detail formats from the received transactions log, AMTRNLOG and write them to the detail portion of the report.

## ARMS Process Report

### Process

Hierarchical numeric ID: 1.1.4.1.2.11  
Coded name: AM0032V1  
Name: PGM Write Saved AMPACK records to AMPACK (AM0032V1)  
Comment: @Purpose:

To restore the saved AMPACK records.

@Operational Method:

This program starts at the bottom of the work file where AMPACK records were saved and does a read prior to restore the data to the file, AMPACK in the proper sequence.

### Process

Hierarchical numeric ID: 1.1.4.1.2.12  
Coded name: AML002A  
Name: PGM File Transfer and Archive RMS ARMS Trading Partner Insurance Company Transaction File (AML002A)  
Comment: @Purpose:

To transfer the daily RMS (Rental Management System) transaction file record on the centralized ARMS host platform to the RMS interface file on the RMS centralized host platform.

@Operational Method:

This program is submitted to run as a batch job on the centralized ARMS host platform after the CLL814 program batch job has completed and before the CLL810 program batch job has been submitted. The program will attempt to allocate exclusively and if successful, then copy the ARMS RMS Daily Transaction file (AM002P) to an FTP (File Transfer Protocol) remote site and an archive data set.

Retrieve the current platform (machine) name.

IF the platform name is not 'RARMS' (centralized ARMS host), or 'CENTRAL' (centralized RMS host), or 'DEV' (IS development host), then end this program/job.

Retrieve the current executing job's SUBSYSTEM DESCRIPTION name, JOBNAME and JOBDATE.

Clear the RMS staging area file (AM002PFTP).

IF the current platform is RARMS or DEV, then do the following:

.. Check for an empty RMS Daily Transactions (AM002P) file.

.. IF the RMS Daily Transactions (AM002P) file is empty (no records), then end program/job.

.. ELSE, Attempt to Allocate file AM002P to prevent all other access.

....IF unable to allocate exclusively the AM002P file, then end the program and send a corresponding Enterprise Message System message to the ARMS On-call staff along with a pager message to the ARMS Primary and Backup On-Call pagers indicating "AM002P File is in use".

.. AND: Copy the AM002P file to the currently empty RMS interface staging area file (AM002PFTP) sequentially from the beginning of the file.

.. AND: Clear and Deallocate the AM002P file, making it reusable.

## ARMS Process Report

IF the current platform is CENTRAL or DEV, then do the following:

..IF RARMS is remotely unavailable ("platform or intersystem communications link is down"), then send a corresponding message of the remote communications failure to the current platform's system operator (QSYSOPR) and resubmit this job on hold for execution later on this platform, using the previously retrieved JOBNAME, JOBDATE and SUBSYSTEM DESCRIPTION name as the JOB QUEUE name and then end this program/job.

..ELSE (RARMS platform is remotely available), then do the following:

....Perform a "copy-pull" with replacement by copying the records sequentially from the AM002PFTP file on centralized RARMS platform to the current platform's AM002PFTP file.

....Check for an empty RMS Daily Transactions Interface Staging Area (AM002PFTP) file.

....IF the RMS Daily Transactions Interface Staging Area (AM002PFTP) file is empty (no records), then end program/job.

....ELSE, do the following:

.....Retrieve the 4 character day of week abbreviation (current OS/400 system value) (Example: 'THUR', 'WED ', 'TUES')

.....Append the first 3 character of the 4-character day of week to the 'AM002P' file name to derive the correct archive file for each day of the week.

.....Copy (sequentially with replace) the file to be transferred via FTP to the derived archive file for today's day of the week.

.....Retrieve the AM007A data area to get the Local Area Network FTP Site name for RMS download. (Example: 'FTPCORP01')

.....Execute the FTP (File Transfer Protocol for AS/400 to Personal Computer) for downloading using the QTXTSRC Text Source File's AMRMSFTPO member for the File Transfer Input Specifications to transfer/copy with append the records on the AS/400 platform in the RMS Daily Transaction Interface Staging Area (AM002PFTP) file into the AM002P.TXT file in the "\rms\" directory on the FTPCORP01 LAN server's public drive.

@Files: (CRUD)

AM002P (-R-D)

AM002PFTP (CR--)

AM002P.TXT (C---) (in the \rms directory of the FTPCORP01 specified drive of the LAN server's public drive)

@Improvement Opportunities:

Change this process from a batch process to a real-time process to send/push any qualified transaction into the RMS database files.

### Process

Hierarchical numeric ID: 1.1.4.1.2.13

Coded name: CLL814

Name: PGM Restore Unprocessed Transactions (CLL814)

Comment: @Purpose:

To restore the data queue entries and associated file data that was saved in job L813.

## ARMS Process Report

### @Operational Method:

The run type 'D'aily or 'W'eekly is passed to this program as a parameter.

- CALL AM0032V1 to restore file AMPACK
- CALL AM0038V1 with the processing code set to 'R'estore to restore the data queues (these data queues contain the key and the data in the data queue itself e.g. DQAM60V1)
- Save the work files and then clear them

### Process

Hierarchical numeric ID: 1.1.4.1.3

Coded name:

Name: BAT Shutdown ARMS Environment

Comment: @Definition: This activity shuts down all the ARMS never ending programs that constitute the main ARMS transaction processing stream.

@Notes: The transactions processing stream consists of the following:

- Translators (AM10)
- Host Processing (AM20/21-AM46)
- Distributed Sending (AM100-AM101) from host
- Distributed Inbound Processing (AM61-EC(AT,EX,CN,CM,CC))
- Distributed Outbound Processing (AM60-EC(AC,RA,RE,RC,RN,VM,TR))
- Distributed CC Inbound Processing (AM61-CC(AT,EX,CN,CC))
- Distributed CC Outbound Processing (AM60-CC(AC,RA,RE,RC,RN,IN,TR))
- Distributed Receiving (AM105-AM106) to host
- Host Sending (AM120)

The receiver jobs remain active 24 X 7 hours except when a roll swap is done to switch all processing to the backup ARMS host machine.

The first shutdown entry is sent to each of the translators running (via program AMSTOP2X which is called from CLL812 which is a scheduled job ) so that all input to the stream can be stopped. The translator decrements data area DASDV1, passes shutdown to AM20 and ends itself. AM20 monitors data area DASDV1 and when it becomes zero, it passes the shutdown to AM21 and ends itself. AM21 in turn passes the entry to AM25 and ends itself. AM25 then reads data area AM001A to get the number of computer platforms to shutdown and sets on an internal flag to indicate to itself that one shutdown entry has already been received. After this AM25 passes the entry to AM30 and so on up to AM46. These programs do not end with the first shutdown entry in order that they be able to process any data coming from the distributed computer platforms.

AM46 then passes the entry to each of the distributed sending jobs (AM100) so that the distributed streams can be stopped. AM100 passes the shutdown to AM101 with a detach signal. When AM61 receives the shutdown entry, it reads file AMVRGTST, keyed by group type and source type (e.g. ATB, ATC etc.) to shutdown each of the inbound format generators and then sends the shutdown to AM60 which in turn stops the outbound format generators before ending itself. Each of the format generators, AM61 and AM60 send a shutdown entry to AM106 before ending. AM106 maintains a count of all applicable records in AMVRGTST and when that count is met, it passes the shutdown entry to AM105 along with a detach signal before ending.

Note that AM101 and AM105 can distinguish between a single machine shutdown and a complete system shutdown. For e.g., AM105 will not pass the shutdown to AM25 if it was a single machine shutdown.

## ARMS Process Report

AM25 then increments the data area, AM002A, that contains the count of computer platforms that have shutdown. When this count equals the machine count in data area AM001A (manually maintained), AM25 knows that the required number of computer platforms are down and now it can end the remaining host processing stream that is still up by passing on the entry until it reaches AM46.

AM46 then passes the entry to AM120 which stops each of the senders based on the file ARMSPR3 and then ends itself.

### Process

Hierarchical numeric ID: 1.1.4.1.3.1  
Coded name: CLL812  
Name: PGM Stop ARMS Never-Ending Programs (CLL812)  
Comment: @Purpose:

To initiate the automated and orderly process for ARMS system shutdown in order to completely process any transactions that have already been started and then shutdown the whole system.

#### @Operational Method:

- Send Shutdown Request transaction to Trading Partners so profiled to be able to receive a shutdown request.

- After five (5) minutes, then end the remaining communication jobs via an ENDJOB command.

- Send a Shutdown Transaction to each connect-specific receiver output data queue.

#### @Notes:

Upon the receipt of the first shutdown transaction by the centralized validation activity component programs (AM0025, AM0030 and AM0040) and the centralized database update activity component process program (AM0046), the first shutdown transaction is indicated and the shutdown transaction is passed along to the next program. After receiving the second shutdown transaction, the shutdown transaction is passed to the next program and causes the current program to end in an orderly manner.

### Process

Hierarchical numeric ID: 1.1.4.1.3.2  
Coded name: AMSTOP2X  
Name: PGM Stop All Active Translator jobs (AMSTOP2X)  
Comment: @Purpose:

To shutdown all translator and any receive mapper jobs running in the ARMS subsystem.

#### @Operational Method:

- Retrieve all companies and technical connection information for each company from the profile file, ARMSPR3 and send a shutdown entry to the appropriate receive data queue to shutdown the translator (AM10) job for each company or VAN as the case maybe.



## ARMS Process Report

- Then send a shutdown entry to the ARMS Trading Partner Insurance Company receive mapper job. This is hard coded in this program.

### Process

Hierarchical numeric ID: 1.1.4.1.3.3  
Coded name: RSWAPSTR  
Name: PGM End ARMS jobs if necessary (RSWAPSTR)  
Comment: @Purpose:

To shutdown the ARMS processing stream on the current machine as part of the preparation for the role reversal between the current and the backup machine.

#### @Operational Method:

- Check the ARMS and A4BAT subsystems for jobs to see if jobs L812 and LAMSTOP2R have run.

If there are jobs running in either subsystem do the following:

- i) if the time is between 0300 and 2345, submit a job to perform an immediate end of the ARMS processing stream by calling CLL812 with a delay of zero.
- ii) if the time is between 0300 and 2200, end jobs L811 and L749.
- iii) if the time is between 2245 and 2530, call AMSTOP2R with a zero delay to immediately end all the receiver communication jobs.
- iv) once all the above steps have been performed, end the ARMS subsystem to flush any remaining jobs.

### Process

Hierarchical numeric ID: 1.1.4.1.3.4  
Coded name: CLSR01  
Name: PGM Role reversal CLP (RARMS1 <-> RARMS2) (CLSR01)  
Comment: @Purpose:

To shutdown all processing on the current machine and start the ARMS processing on the backup machine.

#### @Operational Method:

- This CL is executed by operations when there is a need to perform a role reversal between the current and the backup ARMS machine.

#### @Notes:

This CL includes a lot of processing for ending several subsystems that may be running on the current machine and the code is maintained by operations.

The source for this CL can be found in the SPLIB/QCLSRC.

### Process

Hierarchical numeric ID: 1.1.4.1.3.5  
Coded name: AMSTOP2R  
Name: PGM Stop All Active Comm. Receive Jobs (AMSTOP2R)

## ARMS Process Report

Comment: @Purpose:

To shutdown the communications receiver jobs for all companies and to end the pseudo sender job, A4200RB for the special case of ARMS/400.

@Operational Method:

- Retrieve the profile information to construct the receiver job name for each company and end the job.

- For ARMS/400, send a data queue entry to DQ4200RB to end the A4200RB (ARMS/400 pseudo sender) NEP.

### Process

Hierarchical numeric ID: 1.1.4.1.3.6

Coded name: DQ4200RB

Name: DTQ Input for ARMS/400 Application (DQ4200RB)

Comment: @Definition: This is the input data queue to the pseudo sender for ARMS/400, program A4200RB that simulates sending to the ARMS/400 customers.

### Process

Hierarchical numeric ID: 1.1.4.1.4

Coded name:

Name: ONL Reroute Unsolicited Authorizations

Comment: @Definition:

To activate the rerouter job for any unavailable machine.

@Operational Method:

When a production machine goes down, the ARMS OnCall staff is notified and then the OnCall staff manually submits this job to reroute or hold any transactions that were meant for that machine.

@Note:

- Runs on RARMS only

### Process

Hierarchical numeric ID: 1.1.4.1.4.1

Coded name: AMRREROUTE

Name: PGM Submit ARMS Rerouter (AMRREROUTE)

Comment: @Definition:

This is a batch process triggered manually as a result of a distributed production machine that has been abnormally shut down to allow for certain transactions that would have been routed to that machine to instead be routed to CLAIMS CONNECTION and the remainder of the transactions intended for that machine to be held for later processing.

@Purpose:

To allow Enterprise a means of fulfilling contractual ARMS obligations in event of a distributed machine failure.

## ARMS Process Report

@Operational Method:

- Submits the AMREROUT never-ending program with all of the necessary values.

@Files: None

### Process

Hierarchical numeric ID: 1.1.4.1.4.2

Coded name: AMREROUT

Name: PGM Reroute Transactions for Unavailable Machine (AMREROUT)

Comment: @Purpose:

To handle transactions that are bound for a machine that is unavailable so that the transactions are not lost. If the transactions are new authorizations, someone needs to attend to them as most trading partners have agreements with Enterprise to respond to customer authorization requests within a specified time interval.

@Operational Method:

IF the received transaction set is an unsolicited authorization add (AT);

- Call AM1010V1 to update the XREF with Machine & Source Id, update the AMAPP record and route to Claims Connection

IF the received transaction set is an authorization change (AT-C) OR a cancellation (CN), and the Source or Machine from the APPD01 doesn't match that found in the XREF;

- update the AMAPP record and route the transaction to Claims

Connection

ELSE

- route to hold data queue.

At SHUTDOWN, reroute all held transactions to the production machine that went down.

@Files:

- AMAPPS (-RU-)

- MACHIDENPF (-R--)

### Process

Hierarchical numeric ID: 1.1.4.1.4.3

Coded name: DQAMAPH

Name: DTQ Hold Unavailable Machine Transactions (DQAMAPH)

Comment: @Definition: DQAMAPH is a data queue used during reroute for holding all transactions that are not unsolicited AT-Adds (which are routed to CLAIMS CONNECTION) for the affected machine which is down, and then at reroute shutdown for the that machine these entries are then used as input to allow for their normal processing.

### Process

Hierarchical numeric ID: 1.1.4.2

Coded name:

Name: SA Research and Fix Problems

## ARMS Process Report

Comment: @Definition: The activity to handle any problems that are reported via a page, a phone call or an MS01 message. It also involves daily tasks to examine exceptions and fix them or to create issues if they can not be fixed.

### Process

Hierarchical numeric ID: 1.1.4.2.1

Coded name:

Name: MAN Respond to On-Call Message

Comment: @Purpose:

To research and determine how to solve a problem that was notified via a pager, a phone call or an MS01 message.

@Operational Method:

- The On-Call staff (primary and backup) are notified in the following situations:

1) ARMS job's program halt or termination via pager message to investigate why and to respond and possibly resubmit job for never-ending program (NEP) execution.

2) ARMS transaction set transmission being rejected for processing by an ARMS NEP job via a pager message and/or via e-mail (currently MS01).

- The primary only On-Call staff is notified by ARMS Rental Management Trading Partner technical contact of their host system availability or connect problems or for transaction research for a perceived problem via pager message (8063). The contact actually dials in (314) 512-ARMS and is appropriately directed via four options :

- 1 - Enterprise Rental Branch Personnel
- 2 - Questions about Vehicle Messaging System
- 3 - Insurance Company Contacts
- 4 - Other

The primary only On-Call staff is also notified by the ARMS Programming Help Desk staff via pager message (8064) of problems where they need further assistance.

- To retrieve the 8063 and 8064 mail box messages, perform the following steps:

- i) Dial phonemail - x2696
- ii) When asked, enter the mailbox number from the pager (8063 or 8064) and the password
- iii) After listening to the message, always save it
- iv) Call the concerned party and always keep them apprised of the status of the investigation.

@Notes:

A top priority is to resubmit/restart any abended ARMS NEP job to ensure transaction data flow throughput between the trading partners and the rental systems. Another high priority is to notify ARMS Technical to contact all affected trading partners of any communication termination occurrences that are estimated to be longer than thirty (30) minutes in duration. Likewise, they are also to be notified of any similar delays of transaction throughput. A lower priority is to research the cause of any transaction being rejected or causing program halt/termination, correct and resubmit the transaction.

## ARMS Process Report

### Process

Hierarchical numeric ID: 1.1.4.2.2

Coded name:

Name: MAN Perform Daily Exception Checks (Checklist)

Comment: @Purpose:

To use the check list and perform daily tasks that have been identified as routine to make sure that the application processes any exceptional transactions.

@Operational Method:

- If any printed detail lines exist on the ARMS Cross-Reference Discrepancy Reports spooled file in the ARMSRPTS output queue on the RARMS centralized host platform, print the reports. Then research all ARMS activity to-date of the rental transaction via the ARMS Time-Line Inquiry (CCAM16) and the ARMS centralized database report (AM0800). Manually correct the files' records or generate the necessary transaction set for the needed group type.
- Display the RARMS host platforms distribution data queue (DQAMAP1) to determine if there is any old (older than today's date) or hung transaction that has never been sent. Research the associated transaction set's transmission and data queue entry for invalid host system platform ID value. Correct and reprocess if necessary.
- Display the distributed rental systems' host platforms ARMS Application Interface Transaction Set file (AMAPP), the ARMS Format Generation Dispatcher In-Progress Transaction Control File (AMTRNCTL), and all distributed ARMS application system data queues (DQAM6AV1, DQAM6BV1, DQAM6OV1, DQAM61V1, and DQECATV1) to determine if there is any old (older than today's date) or hung transaction that has never been processed. Research the associated transaction set's transmission and data queue entry (along with the existing rental contract transaction) for invalid rental contract IDs values or status. Correct and reprocess if necessary.
- Check the spooled print file archive system's spooled file for the latest J340X Daily Rental Billing Job runs' Billing Exception Report for rejects due to ARMS status code or missing ARMS Cross-Reference file record error message. If any exist, note the rental location and contract ID. Research all ARMS activity to-date of the rental transaction via the ARMS Time-Line Inquiry (CCAM16) and the ARMS centralized database report (AM0800). Manually correct the files' records or generate the necessary transaction set for the needed group type.
- Check if any printed detail lines exist on the query reports from last execution of job AML900 in two spooled files in the ARMSRPTS output queue on the RARMS centralized host platform, print the reports. Then research all ARMS activity to-date of the rental transaction via the ARMS Time-Line Inquiry (CCAM16) and the ARMS centralized database report (AM0800). Manually correct the files' records or generate the necessary transaction set for the needed missing opening "RN" group type.
- Every weekday morning, change the centralized Job Monitor switch (on CENTRAL) for the ARMS On-Call Pager to "YES" so that ARMS On-Call pagers will be immediately sent notification messages of any ARMS job halts or abends.
- Every business weekday afternoon around 4:00pm, except the last business day of the week, change the centralized Job Monitor switch (on CENTRAL) for the ARMS On-Call Pager to "NO" so that ARMS On-Call pagers will NOT be sent

## ARMS Process Report

notification messages of any ARMS job halts or abends. These notification pager messages will be sent instead to the Operations On-Site Pager.

### Process

Hierarchical numeric ID: 1.1.4.2.3  
Coded name:  
Name: MAN Research and Resolve Network Problem Ticket  
Comment: @Purpose:

To research and resolve and problem for which a network ticket has been created by the technical support center.

#### @Operational Method:

- Any time a Network Problem Ticket is passed to the Technical Support Center's Programming Help Desk (TSC-PHD) staff require further research and/or suggestions on correcting a deficient transaction situation with a rental transaction that had been processed through ARMS, then they call the ARMS Technical Support Line that generates an "8064" mailbox pager message to indicate the Application Development Department primary on-call person that a new voice mail message has been placed into the "8063" mailbox. The on-call person will listen to the voice mail message and then contact the caller to discover more details that might aid in their research. Then the on-call person (or can pass the task to the backup on-call if the primary has no time available for such a task) does the research into the problem and reports back to the caller the necessary intervention that the on-call person, TSC-PHD person, Rental Systems Help Desk staff, rental user, or trading partner system user must perform to correct the deficient situation.

### Process

Hierarchical numeric ID: 1.1.4.3  
Coded name:  
Name: SA Information System Reports  
Comment: @Definition: The activity that prints the various reports provided for in the ARMS application. The reports are as follows:

- Insurance company referral closed rental contracts revenue
- Management report for direct billed invoices
- Month-end ARMS youthful drivers surcharge discount report
- ARMS transaction exception report
- Reservation detail by company utilization management report

### Process

Hierarchical numeric ID: 1.1.4.3.1  
Coded name: CLJ470  
Name: BAT Print Insurance Company Referral Closed Rental Contracts Revenue Reports (CLJ470)  
Comment: @Definition: The batch process for printing of various Insurance reports, as specified in the Operational method and run on the Query machine. This process is triggered by TIME.

@Purpose: To report on various ARMS and Rental data in support of the Marketing function.

#### @Operational Method:

## ARMS Process Report

- Print Insurance Referral Report of Gross Revenue
- Print Insurance Referral Report of Income
- Print Bill-To Customer Report by Group
- Print Referral Reports by State (Gross and Net Revenue)
- Print Bill-To Customer Report by State

@Files: (CRUD) (Unless noted, all files used reside on QUERY system)

- OFFDRB (-R--)
- IR470P (-R--) (on CENTRAL system)
- INSRMOYR (-RU-) (on CENTRAL system)
- INSRMOYR (CRU-)
- INSRGGP (-R--) (on CENTRAL system)
- INSRGGP (CR-D)
- INSRPHD (-R--) (on CENTRAL system)
- INSRPHD (CR-D)
- RACCLSC (-R--)
- RACCLS01 (-R--)
- RACCLS02 (-R--)
- RACCLS03 (-R--)
- RACCLS04 (-R--)
- RACCLS05 (-R--)
- RACCLS06 (-R--)
- RACCLS07 (-R--)
- RACCLS08 (-R--)
- RACCLS09 (-R--)
- RACCLS10 (-R--)
- RACCLS11 (-R--)
- RACCLS12 (-R--)

### @Notes:

These reports are confidential and are used by the Rental Operations - National Marketing Department staff.

### Process

Hierarchical numeric ID: 1.1.4.3.2

Coded name:

Name: BAT Transaction Credit Discount

Comment: @Definition: The batch process for printing the month end transaction credit report.

@Purpose: For ARMS Technical Management and Rental Operations National Marketing Department staff to compute ARMS utilization for any transactions credit rebate checks sent to the Rental Management Trading Partner from closed direct billing payment authorized rental contracts.

### @Notes:

Report is used by ARMS Technical Management and Rental Operations National Marketing Department staff to compute ARMS usage for any transactions credit rebate checks sent to the Rental Management Trading Partner.

## ARMS Process Report

### Process

Hierarchical numeric ID: 1.1.4.3.2.1

Coded name: AML968A001

Name: PGM Create Missing OUTQs for Credit Transactions Report (AML968A001)

Comment: @Purpose:

To create missing output queues on the RARMS machine at the beginning of the Credit Transaction Report driver job (CLL968) program so it can complete normally.

These output queues are named: Pgg, PggPC, or PggrPC where "gg" is the Group ID and "r" is Region ID and are created in library QUSRSYS using the CRTOUTQ command with default parameters except for the OUTQ name.

#### @Operational Method:

Repetitively read through Office Directories Group Master File by GROUP ID (file OFFDG#2).

For every record read, do the following only IF the record's GROUP ID field value is not equal to '76' (Claims Connection) AND the GROUP ID field value is equal to the GROUP'S OUTPUT QUEUE NAME:

- IF the record's Distributed Printing Capable indication field is 'Y' (Yes - a PC printer output queue is located at this Group administration office), then check if that Group's PC output queue name ("PggPC" - where "gg" is the Group ID) exists on this platform. IF it does not exist, then create the missing personal computer (PC) output queue (OUTQs) for this Group Administrative office.

- ELSE (Yes - a PC printer output queue is NOT located at this Group administration office), then check if that Group's normal output queue ("Pgg" - where "gg" is the Group ID) exists on this platform. IF it does not exist, then create the missing normal peripheral output queue (OUTQs) for this Group Administrative office.

- IF the retrieved record's Regionalized indication field is 'Y' (Yes - This Group is administrated by other regional administration offices), then execute the ARMS Retrieve Regions for Office Group (AML968A002) program, passing two parameters. This first is the input parameter of the current record's GROUP ID. The second parameter is the blanked 132 element, 1 character output parameter of a Region ID array of all regions that are part of a Group office. Then, looping through each non-blank array element, check if the Regional Office's of the Group personal computer output queue name ("PggrPC" - where "gg" is the Group ID and "r" is the Region ID) exists on this platform. IF it does not exist, then create the missing personal computer (PC) output queue (OUTQs) for this Group's Regional Administrative office.

@Files: (CRUD)

OFFDRGRPPF (-R--) Office Directories Group Master File (by Group ID, using logical access path OFFDG#2).

### Process

Hierarchical numeric ID: 1.1.4.3.2.2



## ARMS Process Report

Coded name: AM1081V1

Name: PGM Print Detail and Summary Transaction Credit Reports (AM1081V1)

Comment: @Purpose:

To print ARMS Transaction Credit summary and detail reports by Trading Partner.

@Operational Method:

Positions and reads the ARMS Transaction Credit Transaction History (AMTRNCR) file records whose Year and Month Approved for Payment/Rental Closed correspond to the previous month/year from the current system date.

This physical file's indexed/keyed access path is sequenced by:

Year Approved for Payment or Rental Closed  
Month Approved for Payment or Rental Closed  
Trading Partner Profile ID  
Group ID  
Region ID  
Branch ID  
Ticket ID Number (of closed rental contract)

Regionalized the Transaction Credit summary report. This report matches the report that is sent to the Group output queues except that it includes total information for branches within a region and total information for the region itself, but does not include Group total information.

A total line to the Transaction Credit Detail report exist just for ARMS Trading Partner Insurance Company. The total will be the sum of the transaction credit and the utilization fee.

(If there is a Trading Partner with no utilization fee, this total line will not print.)

The hierarchy of breaks are:

Trading Partner Profile  
Group  
Region  
Branch

Accumulate Branch, Region (if applicable), Group and Trading Partner Totals for:

Total Count of (Rental Contracts) Tickets Closed (Managed via ARMS)  
Total Insurance Charged Extended Daily Rental Rate Revenue Amount of  
(Rental Contracts) Tickets Closed (Managed via ARMS)  
Total Transaction Credit (Discount) Amount (to be rebated)  
Total (ARMS) Estimated Utilization Fee Amount

Print detail report lines (used for auditing when necessary)

Print report break totals on detail and summary report printer files.

Page breaks on: Trading Partner Profile ID or GROUP ID changes.

@Files: (CRUD)

AMTRNCR (-R--) ARMS Transaction Credit transaction history file

ARMSPR7 (-R--) ARMS Trading Partner's Transaction Discount  
Volume Break Control Levels

## ARMS Process Report

ARMSPR2 (-R--) ARMS Trading Partner's Customer Address Data

OFFDRGRPPF (-R--) Office Directories Group Master File, by GROUP ID  
(using the OFFDG#2 logical access path)

QSYSPRT (C---) System Default PRINTER FILE for Detail Report by  
GROUP ID, REGION ID, and BRANCH ID

QSYSPRT2 (C---) System Default PRINTER FILE for Summary Report by  
GROUP ID, REGION ID, and BRANCH ID

QSYSPRT3 (C---) System Default PRINTER FILE for Detail Report by  
GROUP ID, REGION ID, and BRANCH ID for the Group Administration Office Output Queue

QSYSPRT4 (C---) System Default PRINTER FILE for Detail Report by  
GROUP ID, REGION ID, and BRANCH ID for the Regional Administration Office Output  
Queue

@Embedded Data/Constants:

Program Constants:

```
'GROUP SUMMARY - FINAL TOTALS'  
'UTIL FEE $'  
'UTIL FEE'  
'UTIL %'  
'TOTAL'
```

\*\* CMD - Commands To Be Executed

```
OVRPRTF FILE(QSYSPRT3) OUTQ(QPRINT)  
OVRPRTF FILE(QSYSPRT3) OUTQ(PggPC)  
OVRPRTF FILE(QSYSPRT3) OUTQ(Pgg)  
DLTOVR FILE(QSYSPRT3)  
OVRPRTF FILE(QSYSPRT4) OUTQ(PggrPC)  
DLTOVR FILE(QSYSPRT4)
```

\*\* Month Names for report column headings.

```
JANUARY  
FEBRUARY  
MARCH  
APRIL  
MAY  
JUNE  
JULY  
AUGUST  
SEPTEMBER  
OCTOBER  
NOVEMBER  
DECEMBER
```

@Notes:

Utilization fee is the amount paid by Enterprise to the customer for sending rentals using ARMS as specified in the contract with the company. For ARMS TRADING PARTNER INSURANCE COMPANY, currently they are paid a utilization fee of 1.8 % of any revenue generated via ARMS that is over 55 million.

The report is broken down by group and branch so that corporate can recover these fees from the appropriate group-branch based on the revenue that each branch generated via ARMS.

## ARMS Process Report

@Improvement Opportunities:

Convert program from OPM to ILE.

Remove the compile-time array for the months' names and replace with the logic to execute a built-in function utility or service program that you can pass the date and the month name will be returned as output.

After having printed and saved the spooled printer files, if specified, then move the spooled files to another specific output queue for interception for archival by the Broderick Spool Archival utility software system. This would prevent the need for any reruns for the sake of a reprint.

Move the logic that provides the month and year values to select records for reporting from this program to the calling program, CLL968, and pass the derived last month's month and year as input parameters to this program. This would enable rerunning this program for a different past month that data was still retained on-line.

Optimum: Capture and retain all necessary information in a revised closed rental contracts file and use this type report over any closed rental contracts files by a past month and year for any rerunning.

### Process

Hierarchical numeric ID: 1.1.4.3.2.3

Coded name: AML968A002

Name: PGM Retrieve Regions for Office Group (AML968A002)

Comment: @Purpose:

To return all associated Region IDs for a given Group ID so that the AML968A001 program can check if the regional administrative office's personal computer output queue exists on the current platform and if not existing, create them prior to the execution of the Transaction Credit Report (AM1080V1) program.

@Operational Method:

This program accepts two parameters, the first is the input 2 character GROUP ID. The second is the 132 element, 1 character each output REGION ID LIST array.

Starting at the first record in the Office Directories Branch Office Master File for the passed GROUP ID, read every record for this passed GROUP ID value until it changes or is end-of-file, do the following for each associated record retrieved:

- IF the REGION ID is NOT blank, then load the next available REGION ID LIST array element.

End the program and return the loaded REGION ID LIST array to the calling program.

@Files: (CRUD)

OFFDRB (-R--) Office Directories Branch Office Master File, by Group ID, Region ID, Area ID & BranchID (via OFFDRB7 logical access path).

## ARMS Process Report

### @Improvement Opportunities:

Condition loading the array only after checking to ensure that the retrieved OFFDRB7 file's non-blank REGION ID field value is different than the last loaded value, since the file access sequence is in GROUP ID and REGION ID ascending order. This will avoid loading the array with repeating values. Likewise, the 132 element REGION ID LIST array would not need the maximum of 132 and could be reduced to a smaller size such as the 94 characters (upper and lower case alphabetic, numeric, and special characters) that exist on the computer terminal's keyboard.

### Process

Hierarchical numeric ID: 1.1.4.3.2.5  
Coded name: CLL968  
Name: PGM Drive Transaction Credit Discount Report (CLL968)  
Comment: @Purpose:

To print summary and detail reports, by Rental Management Trading Partner companies, of ARMS authorized transactions count and amounts that became closed authorized rental contracts and include the amount electronically invoice billed, excluding government taxes and surcharges.

These reports assist ARMS Technical Management and Rental Operations National Marketing Department staff to compute amount of ARMS utilization by Rental Management Trading Partner so that appropriate rebate checks may be sent to the trading partner.

### @Operational Method:

Determine the current emulated or real hardware platform upon this program is executing.  
IF the current hardware platform is "RARMS", then do the following:  
Override the default system printer files QSYSPRT and QSYSPRT2 to have the attributes of COPIES set to 2.  
Execute the ARMS Create Missing Output Queues for Credit Transactions Reports (AML001A001) program.  
Execute the ARMS Print Detail and Summary Transaction Credit Reports (AM1080V1) program.

### @Notes:

Submitted for execution from ROBOT/Scheduler as "L968C05" every month on the fifth calendar day of the month only on the RARMS system.

Report is used by ARMS Technical Management and Rental Operations National Marketing Department staff to compute ARMS usage for any transactions credit rebate checks sent to the Rental Management Trading Partner.

### Process

Hierarchical numeric ID: 1.1.4.3.3  
Coded name: CLL480  
Name: BAT Print Management Report for Direct Billed Invoices (CLL480)  
Comment: @Purpose:

## ARMS Process Report

To report on various ARMS and Rental data relating to direct billed invoices in support of the Marketing function.

### @Operational Method:

- Prints or sends to National Marketing representative (via FTP) the Rental Management Trading Partner Company Generic Insurance Direct Billed Report, for Selected Customers or a set of standard Branch Claims Office Customer Numbers.

### @Files: (CRUD)

- INSRL480 (-R--)
- IR002P (CR-D)
- IR003P (CR-D)
- OFFDRB (-R--)
- RACCLSC (-R--)
- RACCLS01 (-R--)
- RACCLS02 (-R--)
- RACCLS03 (-R--)
- RACCLS04 (-R--)
- RACCLS05 (-R--)
- RACCLS06 (-R--)
- RACCLS07 (-R--)
- RACCLS08 (-R--)
- RACCLS09 (-R--)
- RACCLS10 (-R--)
- RACCLS11 (-R--)
- RACCLS12 (-R--)

### @Notes:

These reports are confidential and are used by the Rental Operations - National Marketing Department staff.

FTP process - Reports being downloaded are written to members in file IR002P. The names of these members are written as records in file IR003P. Program IR\_018M is then called by CLL480 to send the data to the internet location. IR\_018M is made of 4 modules: CL IR\_018M001 which calls IR\_018M002 (BUILDER) to build the FTP copy commands (one per member) and to separate the members in IR002P into files in library QTEMP (module IR\_018M004 does this piece) and then calls IR\_018M003 (CHECKER) to read the FTP log to see if errors occurred. A batch job then runs on the internet location which checks for data in the appropriate directory and, if data exists, creates an executable that appears on Cindi Loomis of National Marketing's PC desktop. This batch job runs hourly Monday through Friday during normal business hours. There will be one executable for each downloaded file. When Cindi selects these, they are copied to diskette.

### Process

Hierarchical numeric ID: 1.1.4.3.4

Coded name:

Name: BAT Youthful Drivers Surcharge Discount Report

Comment: @Purpose: The batch process of generating and printing the month end management report that deals with youthful drivers surcharge discounts

### @Notes:

Distributed to Mary Mahoney, Rental Operations - National Marketing Department Assistant Vice President

## ARMS Process Report

### Process

Hierarchical numeric ID: 1.1.4.3.4.1

Coded name: AM1087V1

Name: PGM Generate Youthful Drivers Surcharge Discount Report (AM1087V1)

Comment: @Purpose:

To generate youthful drivers surcharge discount report.

@Operational Method:

- Print ARMS Youthful Driver Approved Surcharge Discount Detail Report by Group/Branch.

- Print ARMS Youthful Driver Approved Surcharge Discount Summary Report by Group.

- Print Exception Report of ARMS Transaction Credit Discount Records with closed rental contract (ticket) file record not found.

@Notes:

This report is used by National Marketing to determine discount benefit levels. Essentially, if the underage driver surcharge is not paid by the trading partner, it a discount for them and this report lists the actual discount amounts by trading partner.

This report is currently hard coded to be produced only for ARMS TRADING PARTNER INSURANCE COMPANY. The surcharge amount used for calculating the discount is \$5.00 per day per qualified rental. Any rental in AMTRNCR is qualified. The number of days for the rental is calculated from information retrieved from the closed ticket files on the QUERY machine.

### Process

Hierarchical numeric ID: 1.1.4.3.4.2

Coded name: CLL987

Name: PGM Setup Youthful Drivers Surcharge Discount Report (CLL987)

Comment: @Purpose:

To prepare the environment and run the program to generate the youthful drivers surcharge discount report.

@Operational Method:

1) Retrieve the current date and construct the REPORT DATE in format CYYMMDD using the previous month with the appropriate century and year.

2) Retrieve the machine name.

- If currently running on centralized ARMS host,
  - retrieve the QUERY machine status
  - If DDM is not available,
    - Submit the job so that when the machine is available, the job can be released by operations

## ARMS Process Report

Else

Return.

3) Change the printer file attributes so that 2 copies are generated for each report.

4) CALL program AML1087V1 with the REPORT DATE as the parameter.

5) Return

### Process

Hierarchical numeric ID: 1.1.4.3.5

Coded name:

Name: BAT Cross-Reference Exception Reports

Comment: @Definition: This is a batch process that generates a report of the discrepancies that exist in the ARMS XREF files between the centralized machine and the distributed computer platforms.

@Purpose: To maintain and keep the centralized and distributed XREFS in synch.

@Notes:

Reports used by the ARMS On-Call staff on daily basis for research and possible manual intervention to fix or resynchronize the centralized and distributed ARMS Cross-Reference database files.

### Process

Hierarchical numeric ID: 1.1.4.3.5.1

Coded name: CLL749

Name: PGM Consolidate Transaction Data (CLL749)

Comment: @Purpose:

To set up the environment and run the program to generate the cross-reference discrepancy report.

@Operational Method:

- When on the centralized host machine:

1) Check all distributed computer platforms that are ARMS active - defined in system list ACTVARMS, for DDM availability.

If all computer platforms are not available end the program.

2) For each distributed host system that is included in ACTVARMS system list,

copy the cross-reference file to the centralized host machine, where it is consolidated into ZAMXREF.

- When on the DEVelopment machine:

1) For each simulated (dummy DDM) distributed file that is ARMS active - defined in system list ACTVARMS,

copy the cross-reference file to the consolidated file, ZAMXREF.

- If not on either of the above mentioned host computer platforms, send program

message 'YOU ARE NOT ON THE DEV OR RARMS MACHINE,  
PROGRAM CLL749 ENDING'.

## ARMS Process Report

- Check if there are any records accumulated in ZAMXREF.  
If there are no records,  
send message 'THERE WERE NO RECORDS  
TO PROCESS, PROGRAM CLL749 ENDING'  
Else  
Override to print to output queue ARMSRPTS  
CALL program AM0749 to compare the cross references and generate  
the discrepancy report.
- Return

### Process

Hierarchical numeric ID: 1.1.4.3.5.9

Coded name:

Name: RPT Exception of Discrepancies Between Centralized Cross-reference and  
Distributed

Comment: @Purpose:

Report use by the Application Support Staff for the sake of keeping the  
database in synch.

@Report Distribution:

No automatic distribution. The staff on call has to go to the output  
queue ARMSRPTS to retrieve the report.

### Process

Hierarchical numeric ID: 1.1.4.3.5.11

Coded name: AM0749

Name: PGM Print Discrepancies Between Centralized Cross-reference and Distributed  
(AM0749)

Comment: @Definition:

This is a batch process that generates the ON-CALL report of  
discrepancies that exist in the ARMS XREF files between the centralized machine and  
the distributed machines.

@Purpose:

To maintain and keep the centralized and distributed XREFS in synch.

@Operational Method:

- Process the data in the consolidate file against the data in the  
centralized file. Each record will fall into one of the following categories:
  - 1) Record(s) exist on the distributed system only.
  - 2) Record(s) exist on the centralized system only and no error  
associated with the transaction.
  - 3) Record(s) exist on both centralized and distributed system, but  
data not in synch.
- Print the three reports.

### Process



## ARMS Process Report

Hierarchical numeric ID: 1.1.4.3.7

Coded name:

Name: BAT Added 'I'nsurance Customer

Comment: @Definition: This activity generates the report listing all the insurance type customers that were added to file CUSTMAST using customer maintenance program AACM07 since the report was last generated.

### Process

Hierarchical numeric ID: 1.1.4.3.7.1

Coded name: CLL010

Name: PGM Generate Report of Added Insurance Customer (CLL010)

Comment: @Purpose:

To set up the environment and invoke the program to generate a report listing all the insurance type customers that were added to file CUSTMAST using customer maintenance program AACM07 since the report was last generated.

@Operational Method:

- Consolidate the data (file CIADDS) from all distributed computer platforms on to the financial application system's host platform and then generate a report from the consolidated data.

### Process

Hierarchical numeric ID: 1.1.4.3.7.8

Coded name:

Name: RPT Added 'I'nsurance Customer

Comment: @Purpose:

To inform the user of all the insurance type customers that were added in the last week using program AACM07 (ECS Customer Maintenance).

@Report Distribution:

Cindy Loomis

### Process

Hierarchical numeric ID: 1.1.4.3.7.10

Coded name: IR0100

Name: PGM Print Weekly Report of Added 'I'nsurance Customer (IR0100)

Comment: @Purpose:

To generate the report of all the insurance type customers that were added in the last week using program AACM07 (ECS Customer Maintenance).

@Operational Method:

1) Read through file LD010 (work file with consolidated data from file CIADDS on each machine) and write one detail line for each customer in this file to generate the report.

## ARMS Process Report

### Process

Hierarchical numeric ID: 1.1.4.3.12

Coded name:

Name: BAT Missing Open Rental Notification

Comment: @Definition: A batch process that generates a discrepancy report of authorization and associated ticket that are linked yet not completely updated or in synch with the transaction cross-reference file.

@Purpose: To inform the application staff of contracts that are linked to authorizations yet do not contain the authorization information or are not in sync with the transaction cross-reference file.

@When all the pieces are in place the program is capable of generating the necessary request to ARMS to generate the opening rental notification.

### Process

Hierarchical numeric ID: 1.1.4.3.12.1

Coded name: AML901A

Name: PGM Submit Report Program (AML901A)

Comment: @Purpose:

To submits the report program to generate missing RN report.

@Operational Method:

- Submit the job to call program AMZ001A to detect the missing opening RNs and generate the report for the on call staff to investigate.

@Notes:

- This program is called by a scheduled job (AML901A) in ROBOT at 2100 hrs.

### Process

Hierarchical numeric ID: 1.1.4.3.12.2

Coded name: AMZ001A

Name: PGM Detect / Generate Missing Open Rental Notification Report (AMZ001A)

Comment: @Definition:

A batch process that generates a discrepancy report of authorization and associated ticket that are linked yet not completely updated or in sync with the transaction cross-reference file.

@Purpose:

To inform the application staff of contracts that are linked to authorizations yet do not contain the authorization information or are not in sync with the transaction cross-reference file.

@Operational Method:

- For every ticket in the file RACMAST that is completely open i.e. CONTRACT DATE has a valid date, STATUS is blank, RMRNO (reservation number) is not blank and TYPE is 'I':

## ARMS Process Report

1) Retrieve the reservation master file RACBRMST with the reservation number as the key and compare the ticket numbers in the two files:

CASE 1: If the ticket number in RACBRMST is = 999999, then ignore this ticket and go to the next ticket.

CASE 2: If the ticket number in RACBRMST is not equal to ticket number in RACMAST, then generate message "Ticket linked to Res, but Res points to different Ticket."

CASE 3: If the ticket numbers in the two files match, then:

a) Retrieve supplemental ticket file RACSMAST.

- If no record found,  
then go to next ticket

Else

- If ARMS Flag in RACSMAST (RMARMS)  
and RACBRMST (BRARMS) both are blank,  
then go to the next ticket

Else

- If the flags are different, then report message  
"Ticket and Res linked to  
each other, however ARMS Flags are different"

Else

call cross-reference retrieval program,

- If call fails, report message  
"cross-reference retrieval failed"

Else

use the following decision table.

- C1 : Xref found

C2: Xref not found

C3: Xref status = 'O'

C4: Xref status <> 'O' and <> 'R'

C5: Xref status = 'R'

C6: Transaction exists in AMTRNCTL

C7: Transaction does not exist in AMTRNCTL

If C2; report message "No cross-reference found"

If C1 and C3, go to next ticket

If C1 and C4, report message "Cross-reference status not R"

If C1, C5 and C6, report message "Record exists in file AMTRNCTL"

If C1, C5 and C7; send the opening RN data queue entry and report message "Missing open RN sent to ARMS".

- When the program reports the first message it encounters based on the condition, the next step is to go to the next ticket.

### Process

Hierarchical numeric ID: 1.1.4.3.12.3

Coded name:

Name: RPT Exception of Missing Open Rental Notification

Comment: @Purpose: Synchronize the ECARS and ARMS database by reporting the inconsistency.

@Report Distribution: Not Defined.

## ARMS Process Report

### Process

Hierarchical numeric ID: 1.1.4.3.13

Coded name:

Name: BAT Online Reporting Sync Report

Comment: @Definition: A batch process that generates a discrepancy report for the ARMS Online Reporting function. This looks at the data stored in file AM095P which is the primary file for the Online Reporting Screens and compares it with ARMS and ARMS/400 detail files to determine if an out of sync condition exists and needs to be addressed.

@Purose: To inform the ARMS application staff of any out of sync conditions that might cause Trading Partner adjusters to see incorrect information on the Online Reporting screens.

@When: This process is run via ROBOT scheduling in the evening.

### Process

Hierarchical numeric ID: 1.1.4.3.13.1

Coded name:

Name: PGM CL Wrapper for AMS530A (AML530A)

Comment: @Purpose: This is a CL Wrapper used for the sole purpose of calling AMS530A for creation of the Online Reporting Sync Report.

@Operational Method:

This program does an OVRDBF on file AM097P00 for blocking purposes, adds A4LIB to the library list, OVRPRTF of the report to OUTQ ARMSRPTS, CALLs the program AMS530A and when it returns clears the file AM097P00.

@Files: (CRUD)  
-AM097P00 (-R-D)

### Process

Hierarchical numeric ID: 1.1.4.3.13.2

Coded name: AMS530A

Name: PGM Online Reporting Sync Report Program (AMS530A)

Comment: @Purpose: This program will look at transactions processed for that day and compare select values between ARMS/400 and ARMS looking for discrepancies. When a difference is found a detail line is written to the report for the use by Oncall personnel to use to be sure that the online report feature stays in sync with ARMS.

@Operational Method:

This program reads through file AM097P00 which is a transactional log created by AM0055V1. This file contains records for both ARMS and ARMS/400 customers and currently the Online Reporting is only used by ARMS/400 customers. Therefore a check is done by reading A4PRF1 to determine if this is a record for an ARMS/400 customer. IF not skip to the next record. If it is an ARMS/400 customer read the associated file record from AM095P00. If a record is found proceed with a sync check. Read the required detail files and those listed in the @Files section.

The following data elements are sync checked:

- Customer Tran. ID
- Branch Claims Office ID
- Claim Number
- Claim Type
- Rental Status
- Adjuster last and first name

## ARMS Process Report

Body Shop name  
Rental start date  
Rental close date  
Rental termination date  
Daily authorized rate  
Number of days Authorized  
Dollars covered per Day  
Policy Maximum Dollars  
Bill to %  
verify correctness of the Surcharge flag  
IF Invoiced:  
    Total Charges  
    Total Amount Received  
    Billed Amount

Calculated fields checked against AM095P00  
    Number of days in Rental  
    Number of days Behind  
    Number of Extensions received

If any of the above mentioned fields are in an out of sync condition write a detail record to the Sync Report. Continue with the above process until the file AM097P00 is at End of File.

@Notes: Currently the program only checks transactions that are at Open Rental status and is not processing the code for invoiced transactions.

@Files: (CRUD)

- A4XREFL7 (-R--)  
- A4AUTD (-R--)  
- A4RPRD (-R--)  
- AMFDTBL (-R--)  
- AM095P00 (-R--)  
- AM097P00 (-R--)  
- A4SURD (-R--)  
- A4PRF1 (-R--)  
- A4IEBT (-R--)  
- AMTIMEL1 (-R--)  
- AMTRNLOG (-R--)

@Embedded Data/Constants

Surchg1 = 'Flag is Yes'  
Surchg2 = 'No A4SURD rec. found'  
Surchg3 = 'Surchg flag'  
RntDys1 = 'Days in Rental'  
RntDys2 = 'Value in AM095P is not'  
RntDys3 = 'correct please verify'  
Dysbhnd1 = 'Rental Days Behind'  
Dysbhnd2 = 'Value in AM095P is not'  
Dysbhnd3 = 'correct please verify'  
AdjName = 'Adjuster Name'  
NoXref = 'No A4XREF for this Tran'

Process

Hierarchical numeric ID: 1.1.4.3.13.3  
Coded name:

## ARMS Process Report

Name: RPT Online Sync Report

Comment:

### Process

Hierarchical numeric ID: 1.1.4.3.14

Coded name:

Name: BAT Nightly Update Open Tickets for AM095P

Comment: @Definition: A batch process that will update the ARMS Online Reporting database to keep select data elements such as number of days in rental current.

@Purpose: There exists several calculated fields in the database which would become incorrect if a nightly update did not occur. This process maintains the validity and integrity of this data. The file updated is AM095P.

@When: This process is run via ROBOT scheduling in the evening.

### Process

Hierarchical numeric ID: 1.1.4.3.14.1

Coded name: AML520A

Name: PGM Nightly Update/Write Open Tickets (AML520A)

Comment: @Purpose: To update all open tickets in the ARMS Online Reporting database file to show the correct

number of days in rental and the number of days behind if the extension date has been passed. This will ensure that open rentals that do not have a transaction processed on a given day will be kept up to date.

@Operational Method:

- Retrieve a record from ARMS Online Reporting Detail File AM095P.

- Determine the total number of days in the rental by calculating the difference between today's date and the rental start date.

- IF the termination date is greater than zero, zero out the days behind. Otherwise, the days behind will be equal to the total number of days in the rental less the number of authorized days.

- Update ARMS Online Reporting Detail File AM095P.

@Files: (CRUD)

- AM0095P01 (-RU-)

@Embedded Data/Constants:

### Process

Hierarchical numeric ID: 1.1.4.4

Coded name:

Name: SA Tools

## ARMS Process Report

Comment: @Definition: The activity that encompass the manual processes that are performed by various Application Support Staff. These processes range from keeping the environment up and running, troubleshooting transaction problems, to requesting reports.

### Process

Hierarchical numeric ID: 1.1.4.4.1

Coded name:

Name: ONL Generate Application Reports

Comment: @Definition:

This activity is performed by ARMS Help Desk and ARMS Technical for generating system utilization by Trading Partner and dailly billing error report.

### Process

Hierarchical numeric ID: 1.1.4.4.1.1

Coded name:

Name: MNU ARMS Application Reports

Comment: @Definition: see ONL Generate Application Reports

### Process

Hierarchical numeric ID: 1.1.4.4.1.17

Coded name:

Name: ONL ARMS Reservation Detail by Company Utilization Management Reports

Comment: @Definition: This activity provides the Application Support Staff the means to produce a utilization management report for a specific Trading Partner.

### Process

Hierarchical numeric ID: 1.1.4.4.1.17.1

Coded name:

Name: ONL Utilization Management Report for Specific Trading Partners BCO (Opt -1)

Comment: @Definition: Generate a report showing ARMS Trading Partners Utilization of the Automated Rental Management System for specific Branch Claims Office.

### Process

Hierarchical numeric ID: 1.1.4.4.1.17.1.1

Coded name: AM0135

Name: PGM Print Cross - Reference Utilization Report (AM0135)

Comment: @Purpose:

To print daily utilization report including total reservation, cancelled reservation and rentals, by Trading Partner.

@Operational Method:

- Read entire file printing those records that meet the date range supplied to the program.

## ARMS Process Report

### Process

Hierarchical numeric ID: 1.1.4.4.1.17.1.2  
Coded name: AMS002A  
Name: PGM Select Transactions by Trading Partner and BCO (AMS002A)  
Comment: @Purpose:

To select transactions from the cross-reference file, to report for a specified trading partner or branch claims office.

@Operational Method:

- Select those records that meet the date and status criteria.

### Process

Hierarchical numeric ID: 1.1.4.4.1.17.1.4  
Coded name: CLL003  
Name: PGM Gather / Print Cross - Reference Statistical Report (CLL003)  
Comment: @Purpose:

To generate a statistical transactions report using the cross-reference file.

@Operational Method:

- Execute the process that selects those records that meet the criteria for the utilization report, program AMS002A
- Override printer file to outq ARMSRPTS.
- Execute the process that print the utilization report, program AM0135.

### Process

Hierarchical numeric ID: 1.1.4.4.1.17.1.5  
Coded name: AM0136  
Name: PGM Display / Select Available Trading Partners Claims Office (AM0136)  
Comment: @Purpose:

To display a list of available claims offices from which the Application Support Staff can select from.

@Operational Method:

- Build a file / list of available Trading Partners.
- When requested, display the filter allowing the user to select specific Trading Partners Branch Claims Office.

### Process

Hierarchical numeric ID: 1.1.4.4.1.17.1.6  
Coded name: CLL001  
Name: PGM Gather / Print ARMS Reservation Detail Utilization Management Reports (CLL001)



## ARMS Process Report

Comment: @Purpose:

To allow the "ARMS Technical" staff to monitor trading partner's usage of the ARMS system via a cross-reference report of authorizations approved through ARMS. The filter criterion can specify the trading partner profile (all BCO's, Branch Claims Offices) or particular BCO's within a profile

@Operational Method:

- Print a detailed report by Rental Management Trading Partner company of the current statistics of approved authorizations via ARMS.

@Files: (CRUD)

- AMXREF (-R--)
- ARMSPR2 (-R--)
- AMCLSTBL (-R--)
- AMAUTD (-R--)
- OFFDGRPPF (-R--)
- AMMNTLOG (-R--)

@Note: Used by ARMS Technical Manager to see increase or decrease in ARMS usage volume by each Rental Management Trading Partner.

Process

Hierarchical numeric ID: 1.1.4.4.1.17.2

Coded name:

Name: ONL Utilization Management Report for Trading Partner (Opt - 2)

Comment: @Definition: Generate a report showing ARMS Trading Partners Utilization of the Automated Rental Management System.

Process

Hierarchical numeric ID: 1.1.4.4.1.17.2.1

Coded name: AMS003A

Name: PGM Select Transactions for a Trading Partner (AMS003A)

Comment: @Purpose:

To select transactions from the cross-reference file based on certain criteria specified via a job file AML136JA.

@Operational Method:

- Select those records that meet the date and status criteria.

Process

Hierarchical numeric ID: 1.1.4.4.1.17.2.3

Coded name: CLL001A

Name: PGM Gather / Print Cross - Reference Statistical Report (CLL001A)

Comment: @Purpose:

To set the environment and execute the programs that select transactions from the cross-reference file, and print the actual report.

@Operational Method:

## ARMS Process Report

- Execute the program to select the transactions specified by the user.
- Override the print file for the report generator
- Execute the program to print the utilization report.

### Process

Hierarchical numeric ID: 1.1.4.4.1.18

Coded name:

Name: ONL Generate Report of Errors Sent by a Trading Partner on an Electronic Invoice

Comment: @Purpose: A process where the Application Support Staff can generate a list of all the sent electronic invoices that were rejected by the trading partner.

### Process

Hierarchical numeric ID: 1.1.4.4.1.18.1

Coded name: CLL015

Name: PGM Generate Daily Billing Error Report (CLL015)

Comment: @Purpose:

To control the generation of the daily billing error report.

@Operational Method:

- Execute the program to build the work file with the billing error

### Information

- Execute the program to print the billing error report.

### Process

Hierarchical numeric ID: 1.1.4.4.1.18.2

Coded name:

Name: PGM ARMS System Control (AAMAIN)

Comment: @Definition: A single source driver for the entire ARMS System Control 'menu'. Allowing the Application Support Staff to maintain the ARMS environment; Trading Partner profiles; application tables;

### Process

Hierarchical numeric ID: 1.1.4.4.1.18.6

Coded name: AM5010

Name: PGM Construct Billing Error File (AM5010)

Comment: @Purpose:

To build a work file, selecting records according to the specified date range of error records received from the Trading Partners for sent invoices.

@Operational Method:

- Read entire received bill error file selecting those records that match the date range criteria.
- When a match is found retrieve the associated sent transaction.

## ARMS Process Report

### Process

Hierarchical numeric ID: 1.1.4.4.1.18.7  
Coded name: AM5015  
Name: PGM Print Billing Error report (AM5015)  
Comment: @Purpose:

To print a list of errors including comments received from the Trading Partner that fall in the specified date range.

#### @Operational Method:

- Process the work file, print the transaction that rejected and why.

### Process

Hierarchical numeric ID: 1.1.4.4.2  
Coded name:  
Name: SCR Work with Robot Scheduler (RBM)  
Comment: @Definition:

This activity routes the ARMS on-call staff to the job scheduler main menu where inquiry about specific jobs can be made.

### Process

Hierarchical numeric ID: 1.1.4.4.3  
Coded name:  
Name: ONL Work with Transaction Exception  
Comment: @Definition:

This activity is performed by the ARMS on-call staff to be both reactive and proactive to data base discrepancies between the centralized ARMS system and distributed system as well as ARMS system and Rental system and ARMS/400.

### Process

Hierarchical numeric ID: 1.1.4.4.3.1  
Coded name:  
Name: SCR Work with Job (LAMZ001A)  
Comment: @Definition: Provides the ARMS on-call staff an option for retrieving the missing rental notification report.

#### @Notes:

- This report is presently the proactive approach to the missing rental notification problem. The problem is the result of deficiencies in handling certain scenarios;
- Report is generated on the AEFIKLMNPSTWY host computer platforms.

### Process

Hierarchical numeric ID: 1.1.4.4.3.2  
Coded name:  
Name: SCR Work with Job (AML900)

## ARMS Process Report

Comment: @Definition: Provides the ARMS on-call staff an option for retrieving the discrepancy report between ARMS and Rental.

@Notes:

- This program runs a series of queries that compares the data found in the Ticket file to ARMS cross-reference, as well as the data found in the reservation file to ARMS cross-reference.

- The report based on the reservation file contains many of transaction that should not be include. This is the result of using the open ticket date on the reservation file instead of the contract date from the ticket.

- The report does show when two reservation points to only one ticket.

- Report is generated on the AEFIKLMNPSTWY host computer platforms.

### Process

Hierarchical numeric ID: 1.1.4.4.3.3

Coded name:

Name: SCR Work with Job (L749)

Comment: @Definition: Provides the on-call staff an option for retrieving the ARMS cross-reference discrepancy report.

@Notes:

- Report is generated on RARMS machine.

### Process

Hierarchical numeric ID: 1.1.4.4.3.4

Coded name:

Name: SCR Search for Spool Entries (DSPOLE)

Comment: @Definition: Provides the ARMS on-call staff an option for retrieving the electronic billing error report that has been archived

@Notes:

- Report is generated on AEFIKLMNPSTWY host computer platforms.

### Process

Hierarchical numeric ID: 1.1.4.4.3.5

Coded name:

Name: SCR Work with All Spooled Files (A4ERROR)

Comment: @Definition: Provides the ARMS on-call staff an option for retrieving the discrepancy report between ARMS and ARMS/400.

@Notes:

- Report runs on RARMS only.

- Libraries A4LIB and ELPGMR required.

### Process

Hierarchical numeric ID: 1.1.4.4.3.6

Coded name:

Name: SCR Work with All Spooled Files (A4XREF)

## ARMS Process Report

Comment: @Definition: Provides the ARMS on-call staff an option for retrieving the report of ARMS/400 transactions at a sent status.

@Notes:

- Reactive approach for handling errors.
- Report runs on RARMS only.
- Libraries A4LIB and ELPGMR required

### Process

Hierarchical numeric ID: 1.1.4.4.3.7

Coded name:

Name: MNU ONCALL Reports

Comment: @Definition: see ONL Work with Transaction Exception

### Process

Hierarchical numeric ID: 1.1.4.4.4

Coded name:

Name: SCR Access ARMS/400 Software (A4000RMS)

Comment: @Definition: This activity allows the ARMS on-call staff to access the ARMS/400 software for researching problems.

@Notes: This access path to the ARMS/400 interactive system allows a user to see the screens and information in the same way that the adjuster or in-house Enterprise employee would. Further this was created initially for use by the Rental Management Services team headed by Jim Hillerman.

### Process

Hierarchical numeric ID: 1.1.4.4.5

Coded name:

Name: ONL Perform ARMS Environment Maintenance

Comment: @Definition:

This activity is performed by the ARMS on-call staff for managing the application environment (ARMS subsystem).

### Process

Hierarchical numeric ID: 1.1.4.4.5.1

Coded name:

Name: ONL Start Individual Trading Partner Communication Programs

Comment: @Definition:

This activity is performed by the staff on call to select and re-start the communication programs for a given Trading Partner when they have abnormally ended.

@Notes:

- Runs on RARMS

### Process

## ARMS Process Report

Hierarchical numeric ID: 1.1.4.4.5.1.1  
Coded name: CCARMS  
Name: PGM Select Company / Machine (CCARMS)  
Comment: @Purpose:

To allow to select and return the selected Trading Partner send and/or receive detail to provide a way to re-start the communication programs for a given Trading Partner when they have abnormally ended.

@Operational Method:

- Display the list of computer platforms where ARMS can be started.
- For each machine selected, read the ARMS profile attributes for that trading partner and display the send and receive and associated translator and mapper program START FLAGS for the user to select which programs to start.
- Return the flag values as selected by the user.

### Process

Hierarchical numeric ID: 1.1.4.4.5.1.2  
Coded name: AMSTARTR  
Name: PGM Start Specific Trading Partner Send & Receive pgms (AMSTARTR)  
Comment: @Purpose:

To submit jobs to start the send and receive and associated programs for each Specified Trading Partner without a VAN in the profile file (ARMSPR3).

@Operational Method:

- If the company id is passed,  
retrieve the communication program technical detail  
for the passed company id  
Else all companies programs to be started  
read the file ARMSPR3 (ARMS Technical Profile) sequentially  
and perform the following steps for each qualified company
- Based on the profile, the passed flags and some hard coded logic,  
submit jobs to start appropriate communication programs at appropriate scheduled times.

### Process

Hierarchical numeric ID: 1.1.4.4.5.2  
Coded name:  
Name: ONL Start Transaction Distribution Programs for Specific(s) Machine  
Comment: @Definition: A tool which provides the Application Support Staff the means necessary to start the distribution program from the centralized host machine to the distributed host machine.

@Notes:

- Runs on RARMS

### Process

## ARMS Process Report

Hierarchical numeric ID: 1.1.4.4.5.2.2  
Coded name: DQAAARMS  
Name: DTQ Selected Computer platforms with Start Flags  
Comment: @Definition:

This data queue is created by program AAMAIN in library QTEMP to retrieve the selected computer platforms and associated start flags. The computer platforms are selected in program CCARMS where the entries are sent to this data queue.

Essentially this data queue acts as a data area to communicate between the two programs AAMAIN and CCARMS.

### Process

Hierarchical numeric ID: 1.1.4.4.5.3  
Coded name:  
Name: ONL Start the ARMS to Rental Systems Interfaces  
Comment: @Definition: A tool which provides the Application Support Staff the means necessary to start all of the ARMS to Rental Systems Interfaces for a single distributed host machine.

#### @Note:

- Runs on A,C,E,F,I,K,L,M,N,P,S,T,W,Y

### Process

Hierarchical numeric ID: 1.1.4.4.5.3.1  
Coded name: AMSTARTE  
Name: PGM Start the ARMS - Rental System Interfaces (AMSTARTE)  
Comment: @Purpose:

To allow the user to start the rental system interface programs for a particular machine.

#### @Operational Method:

- Submit jobs to start each of the ECARS interface programs.

@Notes: Interface include: EC/CC00ATVn, EC/CC00CNVn, EC/CC00EXVn, EC/CC00ACVn, EC/CC00RAVn, EC/CC00RCVn, EC/CC00REVn, EC/CC00RNVn, EC/CC00TRVn, EC00CMVn, EC00VMVn, CC00INVn, AM0061Vn, AM0060Vn

### Process

Hierarchical numeric ID: 1.1.4.4.5.4  
Coded name: WRKCFGSTS  
Name: ONL Work with a Specific Trading Partner Communication Line (WRKCFGSTS)  
Comment: @Definition: A command that allows the Application Support Staff to display and work with the status of a Specific Trading Partner's communication line.

#### @Notes:

- Run on RARMS

### Process

Hierarchical numeric ID: 1.1.4.4.5.5

## ARMS Process Report

Coded name: WRKLIND

Name: ONL Work with a Specific Trading Partner Communication Line Description (WRKLIND)

Comment: @Definition: A command that allows the Application Support Staff to display and work with the line description of a Specific Trading Partner.

@Notes:

- Run on RARMS

### Process

Hierarchical numeric ID: 1.1.4.4.5.6

Coded name: WRKHDWRSC

Name: ONL Work with Local Communication Resources (WRKHDWRSC)

Comment: @Definition: A command that shows information about local communications resources on the system and the associated configuration objects, including all communication IOPs, IOAs, and ports installed on the system.

@Notes:

- Run on RARMS

### Process

Hierarchical numeric ID: 1.1.4.4.5.7

Coded name:

Name: ONL Work with the ARMS Subsystem (WRKSBSJOB)

Comment: @Definition: A command that shows all jobs running in the Application Specific subsystem (ARMS).

@Note: Subsystem is the same on all computer platforms. Jobs running in the subsystem differs from centralized host computer platforms to distributed host computer platforms to the Financial Application systems host computer.

- Runs everywhere

### Process

Hierarchical numeric ID: 1.1.4.4.5.8

Coded name: NEWARMS

Name: ONL Start new Subsystem Program (NEWARMS)

Comment: @Purpose: A command that allows the Application Support Staff to start a user specified, non-data required program.

@Notes:

- Runs everywhere

### Process

Hierarchical numeric ID: 1.1.4.4.5.9

Coded name:

Name: ONL Shutdown ARMS Environment for a Specific Computer platforms

Comment: @Purpose: The process by which the ARMS Application Support Staff ends the processes running on a specific distributed computer platforms.

@Notes: This usually is the result of a computer platforms that is experiencing hardware difficulties and OPS is wants to bring it down.



## ARMS Process Report

- Run on RARMS only

### Process

Hierarchical numeric ID: 1.1.4.4.5.9.1

Coded name: AMSHUTDWN1

Name: PGM Send Shutdown Request (AMSHUTDWN1)

Comment: @Purpose: The process where a shutdown request is sent by the ARMS on-call staff, for a specific distributed computer platforms, to end the running ARMS environment.

#### @Operational Method:

- If running on the RARMS computer platforms, send data entry to DQAMAP1 with the specified computer platforms prefix as the key.

#### @Notes:

- \*DOWN00000000000000SD\*DOWN1 = Shutdown data queue entry.

### Process

Hierarchical numeric ID: 1.1.4.4.5.10

Coded name:

Name: ONL Display the Number of Shutdown the Network Requires

Comment: @Definition: Process by which the ARMS Application Support Staff can see the number of shutdown records the ARMS network requires before shutting down.

#### @Notes:

- The number of shutdown records is derived from the number of distributed computer platforms it is running on. Presently, the number is 14.

- DSPDTAARA AM001A

- Runs on RARMS only

### Process

Hierarchical numeric ID: 1.1.4.4.5.11

Coded name:

Name: ONL Display the Number of Shutdown Network Received

Comment: @Definition: Process by which the ARMS Application Support Staff can see the number of shutdown records the ARMS network has received.

#### @Notes:

-If note enough shutdown records have been received the on-call staff can generate the missing records to cause the ARMS network to shutdown.

\*\*The most common cause for insufficient shutdown records happens when one of the distributed computer platforms is brought down at an unscheduled time.

- DSPDTAARA AM002A
- Runs on RARMS

### Process

## ARMS Process Report

Hierarchical numeric ID: 1.1.4.4.5.12

Coded name:

Name: ONL Work with the ARMS Job Queue (WRKJOBQ)

Comment: @Definition: Process by which the ARMS Application Support Staff can monitor the ARMS job queue.

@Notes:

- Run everywhere

### Process

Hierarchical numeric ID: 1.1.4.4.5.13

Coded name:

Name: ONL Display the Number of any ARMS-connected VAN Receivers Started

Comment: @Definition: Process by which the ARMS Application Support Staff can see the number of ARMS-connected VAN communication receiver jobs started.

@Notes:

- This count is usually 1. However, if a second receiver is started the data queue and file that the received transmissions are placed into is AMVN101T instead of AMVN1011.

- DSPDTAARA AM003A
- Run on RARMS

### Process

Hierarchical numeric ID: 1.1.4.4.5.14

Coded name:

Name: ONL Display the Number of Transaction Translators Running

@Definition: The process by which the ARMS on-call staff can see the number of translators running.

@Notes:

- This is important when shutting down the ARMS network normally. If the value is not equal to zero then a translator is active and the ARMS network will NOT shutdown.

\*\* If the translator was ended abnormally the count is not adjusted.

- DSPDTAARA DASDV1
- Run on RARMS

### Process

Hierarchical numeric ID: 1.1.4.4.5.15

Coded name:

Name: MNU Work with ARMS Environment

Comment: @Definition: see ONL Perform ARMS Environment Maintenance

### Process

Hierarchical numeric ID: 1.1.4.4.6

Coded name:

Name: ONL Perform ARMS/400 Environment Maintenance

## ARMS Process Report

Comment: @Definition:

This activity is performed by the ARMS on-call staff for managing the ARMS/400 application environment.

@Notes:

- Runs on RARMS only

### Process

Hierarchical numeric ID: 1.1.4.4.6.1

Coded name:

Name: ONL Work with the ARMS/400 Subsystem (WRKSBSJOB)

Comment: @Definition: A command that shows all jobs running in the Application Specific subsystem (A4BAT).

@Note: Subsystem only on RARMS

### Process

Hierarchical numeric ID: 1.1.4.4.6.2

Coded name:

Name: ONL Work with the ARMS/400 Job Queue (WRKJOBQ)

Comment: @Definition: Process by which the ARMS Application Support Staff can monitor the A4BAT job queue.

@Notes:

- Run RARMS only

### Process

Hierarchical numeric ID: 1.1.4.4.6.3

Coded name: NEWARMS400

Name: ONL Start new Subsystem Program (NEWARMS400)

Comment: @Purpose: A command that allows the Application Support Staff to start a user specified, non-data required program.

@Notes:

- Runs RARMS only

### Process

Hierarchical numeric ID: 1.1.4.4.6.4

Coded name:

Name: MNU Work with ARMS/400 Environment

Comment: @Definition: see ONL Perform ARMS/400 Environment Maintenance

### Process

Hierarchical numeric ID: 1.1.4.4.7

Coded name: AAMAIN

Name: MNU ARMS Main Menu (AAMAIN)

Comment: @Definition: A consolidated menu where by the ARMS on-call staff can find and access support tools needed to perform their daily activities.

## ARMS Process Report

### @Notes:

- Rental System Help Desk and ARMS Application Support Service use the menu.
- Tools are group into four main categories, with the further group into subcategories and so on based on their related functions:
  - Reports
    - Application
    - On-call
  - Applications
    - Robot Scheduler
    - ARMS/400
  - Maintenance / Inquiry
    - ARMS Environment
      - Startup Controls
      - Shutdown Controls
      - Communication Status
      - Other
    - ARMS/400 Environment
    - Transaction Log
    - Data Queue
    - Reservation/Ticket Information
    - Purge Progress
    - File
  - Other

### Process

Hierarchical numeric ID: 1.1.4.4.8

Coded name:

Name: ONL Inquire on Transaction Log

Comment: @Definition:

This activity is used by on-call and help desk when troubleshooting discrepancies between the Trading Partner and Rental Systems

### Process

Hierarchical numeric ID: 1.1.4.4.8.1

Coded name:

Name: MNU ARMS System Control Transaction Log

Comment: @Definition: see ONL Inquire on Transaction Log

### Process

Hierarchical numeric ID: 1.1.4.4.8.11

Coded name:

Name: ONL Inquiry of Transactions Received from a Trading Partner

Comment: @Definition: The process which allows the Application Support Staff to select specific transactions received from the Trading Partner's for inquiry.

### Process

Hierarchical numeric ID: 1.1.4.4.8.11.1

Coded name: CCAM12

Name: PGM Transaction Receive Log Inquiry (CCAM12)

## ARMS Process Report

Comment: @Purpose:

To allow the Application Support Staff to select specific transactions received from the Trading Partners for inquiry.

@Operational Method:

- Display a list of all the transmission received from specific Trading Partners.

- Upon the select of an individual transmission, display the control/data records the make up that transmission.

### Process

Hierarchical numeric ID: 1.1.4.4.8.12

Coded name:

Name: ONL Inquiry of Error Transactions Sent by Trading Partner

Comment: @Definition: A process where the Application Support Staff has the ability to view error transactions sent by Trading Partners.

### Process

Hierarchical numeric ID: 1.1.4.4.8.12.1

Coded name: CCAM13

Name: PGM Receive / Billing Error Inquiry (CCAM13)

Comment: @Purpose:

To display either the billing errors received from the Trading Partners or the non - billing errors. This is helpful for troubleshooting.

@Operational Method:

- Based on the parameter passed to the program open either the received error log file or the billing error log file.

- Read all records from the file, displaying the records on screen.

- Upon the selection of an individual transmission, display the error code received.

### Process

Hierarchical numeric ID: 1.1.4.4.8.13

Coded name:

Name: ONL Inquiry of Transaction Sent by the Trading Partner but Erred / Rejected

Comment: @Definition: The process where the Application Support Staff can display the errors that have been sent to the Trading Partners.

### Process

Hierarchical numeric ID: 1.1.4.4.8.13.1

Coded name: CCAM14

Name: PGM Error Log Inquiry (CCAM14)

## ARMS Process Report

Comment: @Definition: The process where the Application Support Staff can display the errors that have been sent to the Trading Partners.

@Purpose: Used in trouble shooting problems

@Operational Method:

- Display a list of the errors received by Enterprise from a specific Trading Partner.

- When a specific transmission is selected, display the data records associated with that transmission.

### Process

Hierarchical numeric ID: 1.1.4.4.8.14

Coded name:

Name: ONL Inquiry / Resend of Transaction(s) ARMS Sent to Trading Partner

Comment: @Definition: A process where by the Application Support Staff can display transaction sent to the Trading Partner.

### Process

Hierarchical numeric ID: 1.1.4.4.8.14.1

Coded name: CCAM15

Name: PGM Send Log Inquiry and Resend (CCAM15)

Comment: @Definition: A program where by the Application Support Staff can display transaction sent to the Trading Partner. It may, if needed, select a sent transaction, alter the data, and resend the transaction to the Trading Partner for processing.

@Purpose: This is useful when troubleshooting a problem

@Operational Method:

- Read the sent transaction log file, display a list on screen for the user.

- Upon the selection of one of the sent transmissions, display the data/control record that make up that single transmission.

- Once a transmission has been selected, the user has the option of changing the data in the transmission and resending it.

### Process

Hierarchical numeric ID: 1.1.4.4.8.15

Coded name:

Name: ONL Audit of Transaction Activity

Comment: @Definition: A process where by the Application Support Staff is able to display the electronic history of a specific transaction.

@Purpose: Very useful in problem determination.

### Process

## ARMS Process Report

Hierarchical numeric ID: 1.1.4.4.8.15.1

Coded name: CCAM16

Name: PGM Timeline Inquiry (CCAM16)

Comment: @Definition: A program that will display the electronic history of a specified transaction.

@Purpose: Very useful in problem determination.

@Operational Method:

- Retrieve the transaction information via 1 of 4 ways:
  - Vendor Transaction ID
  - Company & Customer Transaction ID
  - Location & Reservation
  - Location & Ticket

- Retrieve all sent and received transaction with the same vendor transaction id and display this information.

- When the user selects an individual transmission, display the details of that transmission.

- When F2 is pressed, a printout is generated with all the information associated to the transaction.

### Process

Hierarchical numeric ID: 1.1.4.4.8.15.2

Coded name: CLL800

Name: PGM Cross-reference Maintenance Log Driver (CLL800)

Comment: @Purpose: The driver program that sets up the print file before executing the program to print the cross-reference maintenance log.

@Operational Method:

- Override print file
- Execute program that generates the maintenance log report

### Process

Hierarchical numeric ID: 1.1.4.4.8.15.3

Coded name: AM0800R

Name: PGM Print Database / Cross-Reference Maintenance Log (AM0800R)

Comment: @Purpose: To take a 'snapshot' of the existing database for a single transaction.

@Operational Method:

- Retrieve all associated database records for the single vendor transaction id and print the information.

### Process

Hierarchical numeric ID: 1.1.4.4.8.16

Coded name:

Name: ONL Inquiry / Resend of an Electronic Invoice

## ARMS Process Report

Comment: @Description: A process where by the Application Support Staff can correct an electronic invoices and send it to the Trading Partner.

### Process

Hierarchical numeric ID: 1.1.4.4.8.16.1

Coded name: AAAM15

Name: PGM Billing Log Inquiry and Resend (AAAM15)

Comment: @Purpose: To select/display records for billing corrections and to RESEND to the customer.

#### @Operational Method:

- The user must first select the order in which the data will be displayed (GPBR, TICKET# or LOCATION, TICKET#).
- Then the user will select the item to be changed and make the change. The program then recalculates the totals for the trailer record and redisplay all. The user can then choose to resend this billing to the customer by pressing CMD-9 twice.

- This will write the header, all corrected detail, and the trailer records to AMPACK. Also will write the APPD01 record before the header record.

### Process

Hierarchical numeric ID: 1.1.4.4.9

Coded name:

Name: ONL Perform Data Queue Maintenance

Comment: @Definition:

This activity is performed by the ARMS on-call staff to support the application by manipulating the data (transactions) in the environment.

### Process

Hierarchical numeric ID: 1.1.4.4.9.1

Coded name: ARMSONCL

Name: SCR ARMS Data Queue Monitor (ARMSONCL)

Comment: @Definition: A process from which the ARMS on-call staff can monitor the number of messages waiting to process and where.

#### @Notes:

- Run everywhere

### Process

Hierarchical numeric ID: 1.1.4.4.9.2

Coded name: A4ONCL

Name: SCR ARMS/400 Data Queue Monitor (A4ONCL)

Comment: @Definition: A process from which the ARMS on-call staff can monitor the number of messages waiting to process and where.

#### @Notes:

- Run RARMS only



## ARMS Process Report

### Process

Hierarchical numeric ID: 1.1.4.4.9.3

Coded name: ANDQLDDQ

Name: ONL Load Data Queue with Message from Data Queue (ANDQLDDQ)

Comment: @Definition: A process where the ARMS on-call staff can read and load data queue message from and to a specified data queue.

@Purpose: Provide the application development staff a way to perform load balancing when problems with external communications has resulting if a backlog of un-sent transactions.

@Note:

- User specifies the number of messages to read, starting at the first entry.

### Process

Hierarchical numeric ID: 1.1.4.4.9.4

Coded name: ANDQLDPF

Name: ONL Load Data Queue with Message from a Physical File (ANDQLDPF)

Comment: @Definition: A process where the ARMS on-call staff can read record from a specified physical file and load data queue message to a specified data queue.

@Purpose: Provide the application development staff a way to generate the corresponding data queue entry for the data records.

@Notes:

### Process

Hierarchical numeric ID: 1.1.4.4.9.5

Coded name:

Name: ONL Retrieve Data Queue Information

Comment: @Definition: A process that allows the ARMS on-call the option to retrieve information about the data queue, particularly the number of messages.

### Process

Hierarchical numeric ID: 1.1.4.4.9.6

Coded name: RGZDTAQ

Name: ONL Reorganize Data Queue (RGZDTAQ)

Comment: @Definition: The process where by the ARMS on-call staff can delete and recreate a data queue without destroying the data queue entries that might still exist.

@Purpose: Data queue processing some known traits - If the number of messages grow to more than 100, the size of the data queue expands. The only way to reclaim the space is to delete and recreate the data queue. Its a performance issue.

### Process

Hierarchical numeric ID: 1.1.4.4.9.7

Coded name:

Name: MNU ARMS System Data Queue Maintenance

## ARMS Process Report

Comment: @Definition: see ONL Perform Data Queue Maintenance

### Process

Hierarchical numeric ID: 1.1.4.4.9.8

Coded name:

Name: ONL Work with Application Data Queues

Comment: @Definition: A process that provides the Application Support Staff easy access to manage / manipulate the data being passed between processes.

@Purpose: Provide easy access of the APIs to display, dump, and clear a data queue as well as add a data queue entry through the use of a display screen.

### Process

Hierarchical numeric ID: 1.1.4.4.9.8.1

Coded name: ANDQMNEU

Name: MNU Application Development Data Queue Menu

Comment: @Definition: A menu that provides the Application Support Staff easy access to manage/manipulate the data being passed between processes.

@Purpose: Provide easy access of the APIs to display, dump, and clear a data queue as well as add a data queue entry through the use of a display screen.

### Process

Hierarchical numeric ID: 1.1.4.4.9.8.3

Coded name:

Name: SCR Add a Data Queue Entry

Comment: @Definition: A tool that allows the Application Support Staff to enter data queue entries as needed.

### Process

Hierarchical numeric ID: 1.1.4.4.10

Coded name:

Name: ONL Perform Application File Maintenance

Comment: @Definition:

This activity is performed by ARMS Technical to maintain various application table files (i.e. BCO, Trading Partner Profile)

### Process

Hierarchical numeric ID: 1.1.4.4.10.1

Coded name:

Name: ONL Maintain Trading Partner Profile Global Attributes

Comment: @Definition: The ARMS Technical Staff uses this activity to maintain the ARMS customer global profile information like how the customer connects to Enterprise, what types of transactions the customer receives and/or sends, what is the time window for the customer during which batch invoices can be sent etc.

## ARMS Process Report

### Process

Hierarchical numeric ID: 1.1.4.4.10.1.1

Coded name: AM0700

Name: PGM Maintain ARMS Trading Partner Profiles (AM0700)

Comment: @Purpose:

To allow the user to maintain all the company profile attributes related to transactions and communications.

@Operational Method:

This program displays a list of all the companies that have been set up in the ARMS system and has options for the user to add, change, copy, delete or display profiles.

There is a separate function key for each classification of the profile attributes and a separate program maintains each classification. The following functions are available:

F7=Appl Specific  
F8=Name Addr  
F9=Tech Data  
F10=File/Field Ctrl  
F14=ECARS Data  
F16=Claims  
F17=Discount  
F18=Underage Driver

### Process

Hierarchical numeric ID: 1.1.4.4.10.1.2

Coded name: AM0701

Name: PGM Maintain ARMS Trading Partner Profile Application Specific Information (AM0701)

Comment: @Purpose:

To maintain the ARMS Application Specific Data that defines how the trading partner host system interacts with the ARMS system. This file is essentially contains an electronic agreement between the two.

@Operational Method:

- This program gets invoked when the user presses function key F7 to maintain the application specific data from the main screen displayed by controlling program AM0700.

- The user can change all the profilable attributes for any company. The attributes and their description are retrieved from the ARMS field table file AMFDTBL.

@Files:

ARMSPR1 (-RU-)  
ARMSPR2 (-R--)  
AMFDTBL (-R--)

@Notes:

## ARMS Process Report

The changes are then made online to the distributed files via DDM links.

### Process

Hierarchical numeric ID: 1.1.4.4.10.1.3

Coded name: AM0702

Name: PGM Maintain ARMS Trading Partner Profile Contact Information (AM0702)

Comment: @Purpose:

To maintain the ARMS Customer Address Data for the insurance company.

@Operational Method:

- This program gets invoked when the user presses function key F8 to maintain the company name and address information from the controlling program AM0700 main display.

- The user can change the customer's name, address, phone and fax number of the insurance company's corporate office.

- The file ARMSPR2 is keyed by company profile and customer code which allows for more than one record for every profile.

@Notes:

The changes are then made online to the distributed files via DDM links.

### Process

Hierarchical numeric ID: 1.1.4.4.10.1.4

Coded name: AM0703

Name: PGM Maintain ARMS Trading Partner Profile Technical Information (AM0703)

Comment: @Purpose:

To maintain the ARMS technical connection information for connecting Enterprise ARMS hosts system to trading partner host system.

@Operational Method:

- This program gets invoked when the user presses function key F9 to maintain the company technical information from the controlling program AM0700 main display.

- The user can change the customer's connection specific information.

@Notes:

The changes are then made online to the distributed files via DDM links.

### Process

Hierarchical numeric ID: 1.1.4.4.10.1.5

Coded name: AM0704

Name: PGM Maintain ARMS Trading Partner Profile File/Field Controls (AM0704)

Comment: @Purpose:

## ARMS Process Report

To maintain the insurance company's field control table that determines which fields are mandatory to send and or receive.

### @Operational Method:

- This program gets invoked when the user presses function key F10 to maintain the field control information from the controlling program AM0700 main display.

- The user can change the customer's field control table, ARMSPR4.

### @Notes:

The changes are then made online to the distributed files via DDM links.

## Process

Hierarchical numeric ID: 1.1.4.4.10.1.6

Coded name: AM0705

Name: PGM Maintain ARMS Trading Partner Profile ECARS-Specific Information (AM0705)

Comment: @Purpose:

To maintain the insurance company's ECARS application system specific data like which billing program to call when closing a ticket.

### @Operational Method:

- This program gets invoked when the user presses function key F14 to maintain the ECARS information from the controlling program AM0700 main display.

- The user can change how ECARS system interacts with the customer company's authorized rentals.

### @Notes:

The changes are then made online to the distributed files via DDM links.

## Process

Hierarchical numeric ID: 1.1.4.4.10.1.7

Coded name: AM0706

Name: PGM Maintain ARMS Trading Partner Profile Claims Connection Specific Information (AM0706)

Comment: @Purpose:

To maintain the insurance company's Claims Connection application system specific data like which billing program to call when closing a ticket.

### @Operational Method:

- This program gets invoked when the user presses function key F14 to maintain the Claims information from the controlling program AM0700 main display.

- The user can change how Claims Connection system interacts with the customer company's authorized rentals.

### @Notes:

## ARMS Process Report

The changes are then made online to the distributed files via DDM links.

### Process

Hierarchical numeric ID: 1.1.4.4.10.1.8

Coded name: AM0707

Name: PGM Maintain ARMS Trading Partner Profile Volume Discount Levels (AM0707)

Comment: @Purpose:

To maintain the insurance company's discounts based on transaction volumes.

@Operational Method:

- This program gets invoked when the user presses function key F17 to maintain the Discount information from the controlling program AM0700 main display.

- The user can change how much discount a company gets at what threshold levels of transactions.

@Notes:

The changes are then made online to the distributed files via DDM links.

### Process

Hierarchical numeric ID: 1.1.4.4.10.1.9

Coded name: AM0708

Name: PGM Maintain ARMS Trading Partner Profile Underage Control by State/Province (AM0708)

Comment: @Purpose:

To maintain the underage surcharge amount and age that is considered underage for each profile and state combination.

@Operational Method:

- This program gets invoked when the user presses function key F18 to maintain the Underage information from the controlling program AM0700 main display.

- The user can change the amount to charge for underage drivers and the legal age for that state by company profile.

@Notes:

- This file is currently empty and no company has been so customized.

- The changes are then made online to the distributed files via DDM links.

### Process

Hierarchical numeric ID: 1.1.4.4.10.3

Coded name:

Name: ONL Maintain Application Transaction Error Code Table

Comment: @Definition: A process by which the application support staff can maintain ARMS transaction error code table

Process

Hierarchical numeric ID: 1.1.4.4.10.3.1  
 Coded name: AAEC01  
 Name: PGM Maintain Error Code Table (AAEC01)  
 Comment: @Purpose: Allow the application support staff to maintain the transaction error code table.

Process

Hierarchical numeric ID: 1.1.4.4.10.4  
 Coded name:  
 Name: ONL Maintain Car Class Cross-Reference  
 Comment: @Definition: A process whereby the application support staff maintains the car class (make/model) cross-reference for every Trading Partner.

Process

Hierarchical numeric ID: 1.1.4.4.10.5  
 Coded name:  
 Name: ONL Maintain Trading Partner Profile Geographic/Regional Attributes  
 Comment: @Definition: This activity is used by the ARMS Technical Staff members to maintain the cross-reference between the ARMS customer branch claims office (BCO) and Enterprise customer assigned to the BCO.

Process

Hierarchical numeric ID: 1.1.4.4.10.5.1  
 Coded name: AAAM10  
 Name: PGM Maintain Trading Partner Profile Individual Office Locations Attributes (AAAM10)  
 Comment: @Purpose:  
 To maintain the cross-reference table between the insurance customer's branch claims offices and Enterprise customer numbers assigned to those branch claims offices.

@Operational Method:

This program reads file AMXBCO and displays the company id and branch claims offices in that order in a subfile display along with the assigned Enterprise customer numbers and claims office description.

The user can position to a particular profile and then choose to maintain details for or delete a particular company id-claims office pair.

When the user selects to maintain, another screen displays the following attributes for the pair:

ARMS Profile ID . . . . . :  
 Customer Branch Claims Office . :  
 Enterprise Customer Number. . . :  
 BCO Description . . . . . :

## ARMS Process Report

Country Code . . . . . :  
Electronic & Paper Bills. . . . . : (Yes or No)  
Include Airport Locations.....  
ARMS Special Condition . . . . . :  
Default Node ID..... :  
  
ARMS Active Control . . . . . : Effective start and end dates  
ARMS Billing Active Control . . . : - " -  
ARMS Payments Active Control. . . : - " -

The user has the ability to delete a pair by selecting a 'D' against the pair or another pair can be added by function key F6.

### Process

Hierarchical numeric ID: 1.1.4.4.10.6  
Coded name:  
Name: ONL Maintain Application Master Files/Tables  
Comment: @Definition: This activity allows the user to maintain the master files that may contain customized data for a certain company or certain default information to use when generating transactions.

### Process

Hierarchical numeric ID: 1.1.4.4.10.6.1  
Coded name: AMS004A  
Name: PGM Maintain Surcharge Table (AMS004A)  
Comment: @Purpose:  
  
To allow the user to set up automatic surcharge proprietary formats (SURD01) by company profile and state. These are surcharges that the company authorizes Enterprise to automatically charge against a rental authorized by that company.  
  
@Operational Method:  
  
The program displays the surcharge format detail fields for a profile in the header section and all the states in the detail section using a standard subfile approach and allows the user to add, change, copy or delete records.

### Process

Hierarchical numeric ID: 1.1.4.4.10.7  
Coded name:  
Name: MNU Maintain Application Files  
Comment: @Definition: see ONL Perform Application File Maintenance

### Process

Hierarchical numeric ID: 1.1.4.4.10.9  
Coded name:  
Name: ONL ARMS/400 Training Administration  
Comment: @Definition: Process by which the Application Support Staff manage the ARMS/400 Training System.



## ARMS Process Report

### Process

Hierarchical numeric ID: 1.1.4.4.10.9.1  
Coded name: A4TRNGMN  
Name: MNU ARMS/400 Training Administration Menu (A4TRNGMN)  
Comment: @Definition: A process which enables the Application Support Staff to manage the training environment / data. From setting up claims office and testing scenarios to checking the status of the system.

### Process

Hierarchical numeric ID: 1.1.4.4.10.10  
Coded name:  
Name: ONL Maintain Vehicle Class / Rate Table  
Comment: @Definition: Provide the means for the Application Support Staff to maintain Trading Partner's rate to Enterprise's car classes.

### Process

Hierarchical numeric ID: 1.1.4.4.10.10.1  
Coded name: CCAM11  
Name: PGM Vehicle Class / Rate Table Maintenance (CCAM11)  
Comment: @Purpose:  
To provide the means for the Application Support Staff to maintain Trading Partner's rate to Enterprise's car classes cross-reference table (including ARMS/400 Customers).  
@Operational Method:  
- Display the details in file AMCLSTBL or A4CLSTBL and allow the user to maintain the data and synchronize the data on all computer platforms via DDM links.  
The first screen displays the Company ID, ARMS class, Enterprise class, Class description and the X12 car class.  
Options available from this screen:  
1. Position to a particular Company ID  
2. Add a new ARMS class to an existing Company ID or a new Company ID, in which the Company will be created.  
3. Change a current ARMS class for a Company ID.  
4. Delete a current ARMS class for a Company ID.  
5. Copy an existing ARMS class to a new or existing Company ID.  
When the user selects to add or change an ARMS class another screen is displayed. This screen will allow the user to change or input an ARMS class, Enterprise class, class description and X12 car class.  
When the user chooses to copy one or more ARMS classes, a screen will be displayed with the chosen ARMS classes, Enterprise classes, class descriptions and X12 car class, from which the user can choose a company ID, new or preexisting, to copy all of the classes to.

#### @Files:

AMCLSTBL (C\_\_\_)  
A4CLSTBL (C\_\_\_)  
DCSPCL (R\_\_\_)  
DCSPTY (R\_\_\_)

## ARMS Process Report

DCSPSH ( R )  
DCSPAC ( R )  
ARMSPR1 ( R )  
ARMSPR3 ( R )

### Process

Hierarchical numeric ID: 1.1.4.4.11

Coded name: AM0900

Name: SCR Create Invoice Request (AM0900)

Comment: @Definition:

This activity is performed by the help desk to generate paper and electronic bills for previously errored invoices.

@Operational Method:

The user input fields include group, branch, and ticket number. AM0900 first verifies that the ticket is in the file, QRACCLSQ (closed ticket file). Secondly, it verifies that it is an ARMS ticket by checking a field in RACSCLD. Finally AM0900 calls AM1010V1 that retrieves the corresponding AMXREF record.

Based on the status code returned, the program allows the user to proceed in AM0900. The next screen allows the user to hit a function key for re-billing and selecting of either paper or electronic billing method. A record is then written to RACBILL to reflect the rebill choice and an AMBILL record id written to log the rebill.

@Notes:

- Runs on A,E,F,I,K,L,M,N,P,S,T,W,Y

@Files: (CRUD)

-QRACCLSQ (C ) (Logical over RACCLSC and past 12 monthly files)

-RACSCLD ( R ) (Logical over RACSCLC and past 12 monthly files)

-RACBILL (C )

-AMBILL (C )

### Process

Hierarchical numeric ID: 1.1.4.4.12

Coded name: ARMS EDT

Name: SCR Display Reservation / Ticket Information (ARMS EDT)

Comment: @Definition: A process that provides the ARMS on-call staff the option of retrieving specific data elements from multiple Rental files.

@Notes:

### Process

Hierarchical numeric ID: 1.1.4.4.13

Coded name:

Name: ONL Monitor Purge Activity

Comment: @Definition:

This activity is used by ARMS on-call to monitor the progress of the ARMS application database purge.

## ARMS Process Report

### Process

Hierarchical numeric ID: 1.1.4.4.13.1

Coded name:

Name: ONL Display Database Transaction Set Controls

Comment: @Definition: A process where by the ARMS on-call staff can monitor the database purge.

#### @Notes:

- DSPDDTAARA AM006A
- Three steps involved in the entire purge process.

### Process

Hierarchical numeric ID: 1.1.4.4.13.2

Coded name:

Name: ONL Display Orphaned Transaction Set Controls

Comment: @Definition: A process where by the ARMS on-call staff can monitor the database purge.

#### @Notes:

- DSPDDTAARA AM009A
- Three steps involved in the entire purge process.

### Process

Hierarchical numeric ID: 1.1.4.4.13.3

Coded name:

Name: ONL Display Reorganize File Control

Comment: @Definition: A process where by the ARMS on-call staff can monitor the database purge.

#### @Notes:

- DSPDDTAARA AM009A
- Three steps involved in the entire purge process.

### Process

Hierarchical numeric ID: 1.1.4.4.13.4

Coded name:

Name: MNU Display Purge Programs

Comment: @Definition: see ONL Monitor Purge Activity

### Process

Hierarchical numeric ID: 0

Coded name:

Name: Rental and ARMS

Comment: @Definition: This is the Automated Rental Management Systems (ARMS) application context as it currently is.

# Automated Rental Management System

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# Introduction

## Welcome to ARMS Web!

This User Guide offers step-by-step instructions that clearly guide you through each function of ARMS Web. It also shows you how to maximize the benefits of the system. Enterprise encourages you to keep the User Guide handy for future reference.

## What is ARMS Web?

It is the Internet-based version of the **A**utomated **R**ental **M**anagement **S**ystem. ARMS Web forms a web-based computer link between your company and Enterprise Rent-A-Car. You can create reservations to set up rentals for your insured or claimants directly through the Enterprise computer system. You also have the ability to change existing reservations and rentals, view rates, extend authorizations, receive authorization requests and extension requests, send messages back and forth with Enterprise, and much more.

[illegible]

# User Guide Overview

Keep these important points in mind when reading your User Guide:

The screens shown throughout this guide are reproduced directly from the ARMS Web system and are accurate reflections of the actual screens. Field buttons appear in **bold type**. They can be clicked to access information or move to another screen.

**Enterprise**  
rent-a-car

ARMS Automated Rental Management System  
Home

Office: B0137 | 01 Adjuster: ADAMS, KYLE

Handling for Adjuster: (Or \*ALL)

Rental Activity

Renter's Last Name: JOH

**Create Reservation**

**Enterprise Requests by Adjuster**

**Change Reservation/Rental**

**Enterprise Requests Unassigned**

**Rental Lookup**

**View Reservation/Rental**

**On-Line Reporting**

**Invoicing**

**Process Approved Invoices**

**ARMS Maintenance**

**Setup and Maintenance**

Logoff

## Helpful Hints

- Remember to key your **claims office code** in the **Office** field on the main menu (shown above). Your name will already be set in the Adjuster field after you log on to the system. Once you enter the office code here, it is carried forward throughout the program for you.
- If you are monitoring or making changes to another adjuster's files, be sure to enter his or her last name in the **Handling for Adjuster** field.
- Whenever a button is highlighted (see Create Reservation above), you can press **ENTER** or click the button to select it. You can highlight a button by pressing **TAB** to move from one button to the next. Though there are three methods by which to select the screen, the User Guide will use only the highlight and click **OK** method. Remember that you can use any of the methods at any time.

## Common Definitions

- A *finger* is what the cursor turns into when it is positioned over a button. Click to select that button.
- A *button* is an area on the screen that allows you to access, view, and/or change information.



<b>Welcome to ARMS Web!</b> .....	<b>i</b>
<b>What is ARMS Web?</b> .....	<b>i</b>
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# Sign On

Depending on the type of link your company has with Enterprise, the following screen may or may not appear. If it does *not* appear, consult your supervisor for sign-on procedures.

If the Sign On screen *does* appear,

- 1) Key your **User ID** and **Password**. This user ID and password will be issued to you by Enterprise. These allow Enterprise to confirm that you are authorized to use ARMS Web.
- 2) Press **ENTER** or click **Logon**. The ARMS Web main menu appears (page v).

The screenshot shows the sign-on interface for the Enterprise rent-a-car Automated Rental Management System. At the top, the Enterprise logo is displayed, consisting of a stylized 'e' followed by the word 'Enterprise' in a large, bold, sans-serif font, and 'rent-a-car' in a smaller font below it. Below the logo, the text 'AUTOMATED RENTAL MANAGEMENT SYSTEM' is centered. Underneath this, there is a line of text that reads 'Please enter your User ID and Password.' To the right of this text are two input fields: the first is labeled 'User ID' and contains a series of asterisks, and the second is labeled 'Password' and also contains a series of asterisks. Below these fields is a button labeled 'Logon'. In the bottom left corner, there is a small block of text that reads: 'NOTICE OF COPYRIGHT: All contents of this system, including data, systems design and software, are protected by copyright. No portion of this is allowed to anyone not on Enterprise rent-a-car system. Called by: 800-441-1111. Enterprise Rent-A-Car Inc.'

# Introduction

## Welcome to ARMS Web!

This User Guide offers step-by-step instructions that clearly guide you through each function of ARMS Web. It also shows you how to maximize the benefits of the system. Enterprise encourages you to keep the User Guide handy for future reference.

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# notes

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# User Guide Overview


Keep these important points in mind when reading your User Guide:

The screens shown throughout this guide are reproduced directly from the ARMS Web system and are accurate reflections of the actual screens. Field buttons appear in **bold type**. They can be clicked to access information or move to another screen.

## Helpful Hints

- ◆ Remember to key your **claims office code** in the **Office** field on the main menu (shown above). Your name will already be set in the Adjuster field after you log on to the system. Once you enter the office code here, it is carried forward throughout the program for you.
- ◆ If you are monitoring or making changes to another adjuster's files, be sure to enter his or her last name in the **Handling for Adjuster** field.
- ◆ Whenever a button is highlighted (see Create Reservation above), you can press **ENTER** or click the button to select it. You can highlight a button by pressing **TAB** to move from one button to the next. Though there are three methods by which to select the screen, the User Guide will use only the highlight and click **OK** method. Remember that you can use any of the methods at any time.

## Common Definitions

- ◆ A *finger* is what the cursor turns into when it is positioned over a button. Click to select that button.  

- ◆ A *button* is an area on the screen that allows you to access, view, and/or change information.

# Create Reservation

## Create Reservation

**Q:**

When should I  
use Create  
Reservation?

**A:**

Use this section  
to authorize  
a rental.

<b>Create a Reservation - Main Menu .....</b>	<b>1</b>
<b>Select a Reservation .....</b>	<b>2</b>
<b>Select an Adjustor .....</b>	<b>3</b>
<b>Create a Reservation .....</b>	<b>4</b>
<b>Create a Reservation - Rate Selection .....</b>	<b>5</b>

# Sign On

Depending on the type of link your company has with Enterprise, the following screen may or may not appear. If it does *not* appear, consult your supervisor for sign-on procedures.

If the Sign On screen *does* appear,

- 1) Key your **User ID** and **Password**. This user ID and password will be issued to you by Enterprise. These allow Enterprise to confirm that you are authorized to use ARMS Web.
- 2) Press **ENTER** or click **Logon**. The ARMS Web main menu appears (page v).

The screenshot shows a dark-themed sign-on interface for the Enterprise rent-a-car Automated Rental Management System. At the top center is the Enterprise logo, consisting of a stylized 'e' followed by the word 'Enterprise' in a large, bold, sans-serif font, and 'rent-a-car' in a smaller font below it. Below the logo, the text 'AUTOMATED RENTAL MANAGEMENT SYSTEM' is displayed in all caps. Underneath this, a smaller line of text reads 'Please, enter your User ID and Password to Logon'. To the right of the screen, there are two input fields: the first is labeled 'User ID' and contains seven asterisks; the second is labeled 'Password' and contains five asterisks. Below these fields is a button labeled 'Logon'. In the bottom left corner, there is a 'NOTICE OF COPYRIGHT' section stating that the system's design and software are protected by copyright and are not to be used by anyone other than Enterprise employees.

**Enterprise**  
rent-a-car

AUTOMATED RENTAL MANAGEMENT SYSTEM

Please, enter your User ID and Password to Logon

User ID: [\*\*\*\*\*]  
Password: [\*\*\*\*\*]

**Logon**

NOTICE OF COPYRIGHT: All aspects of this system, including data, systems design, and software, are protected by copyright. No transfer of such is allowed to anyone not an Enterprise employee or direct, indirect, or other authorized user. Enterprise Rental - Ltd.

## Create a Reservation - Main Menu

- 1) Key your **claims office code** in the **Office** field.
- 2) Key your **last name** in the **Adjuster** field.
- 3) Key the first three letters of the **renter's last name** (required).
- 4) Click **Create Reservation**.
- 5) If Enterprise has already requested a reservation authorization for a renter whose last name matches the three letters keyed, the Select Reservations/Rentals screen appears when you click **Create Reservation** (page 2). If there is no match for the letters keyed, the Create Reservation screen appears (page 4).



The Select Reservations/Rentals screen prevents duplicate authorization requests. You will probably see it often.

The screenshot shows the Enterprise rent-a-car main menu. At the top, the Enterprise logo is on the left, and 'Home' is on the right. Below the logo, the text 'rent-a-car' is displayed. To the right of 'rent-a-car', the 'Office' field is set to 'B0021' and the 'Adjuster' field is set to 'ADAMS, KYLE'. Below this, there is a section for 'Handling for Adjuster' with a dropdown menu and '(Or \*ALL)' next to it. The main menu is divided into two columns. The left column contains links for 'Rental Activity', 'Renter's Last Name' (with a text input field containing 'JOH'), 'Create Reservation', 'Enterprise Requests by Adjuster', 'Change Reservation/Rental', and 'Enterprise Requests-Unassigned'. The right column contains links for 'Rental Lookup', 'View Reservation/Rental', 'On-Line Reporting', 'Invoicing', 'Process Approved Invoices', 'ARMS Maintenance', and 'Setup and Maintenance'. At the bottom left, there is a 'Logoff' button.





# notes

www.ck12.org



## Select an Adjustor

This Adjuster Selection pop-up window appears when no adjuster has been assigned to the selected claim.

- 1) Key the desired adjuster name in the Adjuster Last Name field and click **Search**.

**OR**

Click to highlight the desired adjuster in the Adjuster name field, and click **OK**.

- 2) The Create Reservation screen appears (page 4).



Click **Change Claims Office** to find a new claims office.

ARMS Automated Rental Management System

Adjuster Selection

Office: B0174 01

Adjuster Last Name:  Search

Adjuster Name

ADAMS, RYLE
DENNISON, MICHAEL
DEVALLANCE, KIM
KRAUSE, BRENDA
LALLEY, BRIAN
MAYNES, DONNA
MC GRATH, BRIAN
MEYER, THERESA
MILLER, REGINA
MONSON, DAVID
RANDOLPH, JANICE
SUMMER, CALI
TOTH, KELLY
UNKNOWN, UNKNOWN

Back OK

Change Claims Office

Warning: Applet Window

# Create Reservation

## Create Reservation

**Q:**

When should I  
use Create  
Reservation?

**A:**

Use this section  
to authorize  
a rental.

Create a Reservation - Main Menu .....	1
Select a Reservation .....	2
Select an Adjustor .....	3
Create a Reservation .....	4
Create a Reservation - Rate Selection .....	5

## Create a Reservation - Rate Selection

This pop-up window appears when you click **Rates** from the Create Reservation screen (page 4).



The window shown below displays an *example* of vehicle classes and the associated rates. The rates displayed in this window are determined by the telephone number keyed in the **Phone Where Rental Is Needed** field on the Create Reservation screen. ARMS Web uses this telephone number to locate the Enterprise office closest to where the renter needs the car. The vehicle classes and rates that display are valid only at that particular Enterprise office.

This window also displays the Enterprise office location and phone number that you may wish to give to the renter.



*If there are no Enterprise offices found, based on the Phone Where Rental Is Needed field, the reservation will be sent to Claims Connection in St. Louis.*

- 1) Click to highlight the car class you wish to select, and click **OK**. ARMS Web automatically places the selected rate in the appropriate field and returns you to the Create Reservation screen (page 4).
- 2) Click **Back** to return to the Create Reservation screen without selecting a car class.

Claim Number:

**"Quick Rez"**

Renter Last Name:

Work Phone:  000  000

Home Phone:  000  000

Phone Where Rental is Needed:  314  512

Authorized Amounts

Number of Days:

Vehicle Rate (Claimant):  **Rates**

Direct Bill Percent:  100 %

Message to Enterprise:

**Back**

[Home](#) [Detail](#) [Message](#) [Change](#)

**Rental Vehicle Class / Rate Selection**

ENTERPRISE RENT-A-CAR - 0139  
7730 BONHOMME AVENUE  
CLAYTON MO 63105  
(314) 862-4486

Class	Description	Daily Rate
EC	ECONOMY	18.99
CC	COMPACT	20.99
IC	INTERMEDIATE	22.99
SC	STANDARD	24.99
FC	FULL-SIZED	26.99
PC	PREMIUM	30.99
LC	LUXURY	36.99
SP	SPECIALTY	45.99
XP	PICKUP TRUCK	32.99
XV	VAN	35.99
XX	EXOTIC	65.99

**Back** **OK**

## Create a Reservation - Main Menu

- 1) Key your **claims office code** in the **Office** field.
- 2) Key your **last name** in the **Adjuster** field.
- 3) Key the first three letters of the **renter's last name** (required).
- 4) Click **Create Reservation**.
- 5) If Enterprise has already requested a reservation authorization for a renter whose last name matches the three letters keyed, the Select Reservations/Rentals screen appears when you click **Create Reservation** (page 2). If there is no match for the letters keyed, the Create Reservation screen appears (page 4).



The Select Reservations/Rentals screen prevents duplicate authorization requests. You will probably see it often.

The screenshot shows the Enterprise rent-a-car main menu. At the top, there is a header bar with the Enterprise logo, the text "rent-a-car", and navigation links for "Home", "Office: B0021 01", and "Adjuster: ADAMS, KYLE". Below the header, there is a section for "Handling for Adjuster:" with a dropdown menu set to "(Or \*ALL)". The main content area is divided into two columns. The left column, titled "Rental Activity", contains buttons for "Renter's Last Name: JOH", "Create Reservation", "Enterprise Requests by Adjuster", "Change Reservation/Rental", and "Enterprise Requests Unassigned". The right column, titled "Rental Lookup", contains buttons for "View Reservation/Rental", "On-Line Reporting", "Invoicing", "Process Approved Invoices", "ARMS Maintenance", and "Setup and Maintenance". At the bottom left, there is a "Logoff" button.



# notes

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## Select an Adjustor

This Adjuster Selection pop-up window appears when no adjuster has been assigned to the selected claim.

- 1) Key the desired adjuster name in the Adjuster Last Name field and click **Search**.

**OR**

Click to highlight the desired adjuster in the Adjuster name field, and click **OK**.

- 2) The Create Reservation screen appears (page 4).



Click **Change Claims Office** to find a new claims office.

Enter ARMS Automated Rental Management System

Adjuster Selection

Office: B0174 01

Adjuster Last Name:  Search

Adjuster Name

ADAMS, KYLE
DENNISON, MICHAEL
DEVALLANCE, KIM
KRAUSE, BRENDA
LALLEY, BRIAN
MAYNES, DONNA
MC GRATH, BRIAN
MEYER, THERESA
MILLER, REGINA
MONSON, DAVID
RANDOLPH, JANICE
SUMMER, CALI
TOTH, KELLY
UNKNOWN, UNKNOWN

Back OK

Change Claims Office

Warning: Applet Window

# Change Reservation/Rental

**Q:**

When should I use Change Reservation/Rental?

**A:**

Use this section to extend a rental or change information on an existing reservation.

<b>Authorization Status Definitions .....</b>	<b>1</b>
<b>Change a Reservation/Rental - Main Menu .....</b>	<b>2</b>
<b>Use a "Filter" Screen to Select a Reservation/Rental .....</b>	<b>3</b>
<b>Select a Reservation/Rental .....</b>	<b>4</b>
<b>Change an Unconfirmed Reservation/Ticket.....</b>	<b>5</b>
<b>Change an Unconfirmed Reservation/Ticket.....</b>	<b>6</b>
<i>Renter, Vehicle, Repair Facility, and Claim Information</i>	
<b>Change and Process an Unconfirmed Reservation/Ticket.....</b>	<b>7</b>
<i>Authorization, Rental Delivery Information, and Message</i>	
<b>Change and Process a Reservation or an Open Rental.....</b>	<b>8</b>
<b>Extend an Open Rental.....</b>	<b>9</b>
<b>Send a Message on an Open or Unconfirmed Reservation or Rental ...</b>	<b>10</b>
<b>Cancel a Reservation .....</b>	<b>11</b>
<b>Terminate an Open Rental Ticket .....</b>	<b>12</b>



## Create a Reservation - Rate Selection

This pop-up window appears when you click **Rates** from the Create Reservation screen (page 4).



The window shown below displays an *example* of vehicle classes and the associated rates. The rates displayed in this window are determined by the telephone number keyed in the **Phone Where Rental Is Needed** field on the Create Reservation screen. ARMS Web uses this telephone number to locate the Enterprise office closest to where the renter needs the car. The vehicle classes and rates that display are valid only at that particular Enterprise office.

This window also displays the Enterprise office location and phone number that you may wish to give to the renter.



*If there are no Enterprise offices found, based on the Phone Where Rental Is Needed field, the reservation will be sent to Claims Connection in St. Louis.*

- 1) Click to highlight the car class you wish to select, and click **OK**. ARMS Web automatically places the selected rate in the appropriate field and returns you to the Create Reservation screen (page 4).
- 2) Click **Back** to return to the Create Reservation screen without selecting a car class.

Claim Number:

**"Quick Rez"**

Renter Last Name:

Work Phone:  000  000

Home Phone:  000  000

Phone Where Rental is Needed:  314  512

Authorized Amounts

Number of Days:

Vehicle Rate (Claimant):  **Rates**

Direct Bill Percent:  100 %

Message to Enterprise:

**Back**

[Home](#) [Detail](#) [Message](#) [Change](#)

**Rental Vehicle Class / Rate Selection** ✕

ENTERPRISE RENT-A-CAR - 0139  
7730 BONHOMME AVENUE  
CLAYTON MO 63105  
(314) 862-4486

Class	Description	Daily Rate
EC	ECONOMY	18.99
CC	COMPACT	20.99
IC	INTERMEDIATE	22.99
SC	STANDARD	24.99
FC	FULL-SIZED	26.99
PC	PREMIUM	30.99
LC	LUXURY	36.99
SP	SPECIALTY	45.99
XP	PICKUP TRUCK	32.99
XV	VAN	35.99
XX	EXOTIC	65.99

**Back** **OK**

## Authorization Status Definitions

<b>RESERVATION</b>	A rental has been authorized, but the customer has not yet picked up a rental car or started a rental ticket/contract.
<b>OPEN RENTAL</b>	The customer has picked up a car and has opened a rental ticket/contract.
<b>DIRECT BILL REQUEST</b>	The customer has reserved or rented a car through Enterprise, and Enterprise is requesting that you confirm whether you will authorize the rental.
<b>EXTENSION</b>	An extension request is pending on an open contract.
<b>MESSAGE</b>	An incoming message is pending on an open reservation/rental.
<b>EXTN/MSG</b>	(Extension and Message) - An extension request, along with an additional message, is pending on an open contract.
<b>SENT</b>	You have sent an authorization to Enterprise, but the office has not yet sent back a confirmation.
<b>CLOSED</b>	(Closed Ticket) - The customer has returned the rental car and ended the contract.
<b>REJECT</b>	(Authorization Rejected) - An unconfirmed ticket or reservation has been denied authorization.
<b>CANCEL</b>	(Cancelled Reservation) - A previously authorized reservation has been cancelled.
<b>UNASSIGNED RESERVATION</b>	A direct bill request from Enterprise has yet to be assigned to an adjustor.

*The following status definitions apply only to those companies that use the ARMS Web Electronic Invoicing feature:*

**INVOICE** - The rental ticket has been closed and is awaiting approval for payment.

**REJECTED INVOICE** - Authorization for payment of the invoice has been denied.

**INVOICE RETURNED** - An invoice has been returned to the adjustor because the home office's system could not find a matching claim number and cannot issue payment.

**PAID** - The invoice has been approved and processed for payment.



The invoice is marked "PAID" in the ARMS Web system only. Your account will be credited upon receipt of payment.



# notes

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## Use a "Filter" Screen to Select a Reservation/Rental

- 1) Key specific criteria to narrow the list of all reservations/rentals from which to choose.
  - ✳ For example, if you know the renter's claim number and date of loss, key that information in the appropriate fields.
- 2) Click **Next**.
- 3) If an exact match is *not* found, the Select Reservations/Rentals screen appears (page 4).  
If an exact match *is* found, the Change Reservation/Rental screen appears (page 5).

Any combination of information may be used to narrow the search for reservations/rentals.



Use the **Status** field in conjunction with the other information keyed to further narrow the search. If the **Status** field is left *blank*, the system searches *all* reservations/rentals.

Use the **Status** drop-down menu to search for open reservations only or open rentals only.



The **Last Authorized Day** field allows you to select rentals authorized up to and including the date provided.

You can also click any of the following option buttons (Appendix, page 1):

**Home** - Return to the main menu (page 2).

**Adjustor Lookup** - Display a list of adjustors (Appendix, page 5).

# Change Reservation/Rental

**Q:**

When should I use Change Reservation/Rental?

**A:**

Use this section to extend a rental or change information on an existing reservation.

<b>Authorization Status Definitions .....</b>	<b>1</b>
<b>Change a Reservation/Rental - Main Menu .....</b>	<b>2</b>
<b>Use a "Filter" Screen to Select a Reservation/Rental .....</b>	<b>3</b>
<b>Select a Reservation/Rental .....</b>	<b>4</b>
<b>Change an Unconfirmed Reservation/Ticket.....</b>	<b>5</b>
<b>Change an Unconfirmed Reservation/Ticket.....</b>	<b>6</b>
<i>Renter, Vehicle, Repair Facility, and Claim Information</i>	
<b>Change and Process an Unconfirmed Reservation/Ticket.....</b>	<b>7</b>
<i>Authorization, Rental Delivery Information, and Message</i>	
<b>Change and Process a Reservation or an Open Rental.....</b>	<b>8</b>
<b>Extend an Open Rental.....</b>	<b>9</b>
<b>Send a Message on an Open or Unconfirmed Reservation or Rental ...</b>	<b>10</b>
<b>Cancel a Reservation .....</b>	<b>11</b>
<b>Terminate an Open Rental Ticket .....</b>	<b>12</b>

# Change an Unconfirmed Reservation/Ticket

This Change Reservation/Rental screen displays when a match is found for an unconfirmed reservation/ticket. The **status** displays in the upper left-hand corner of the screen.

The information on each of the tabs (Authorization Information, Rental Location, Repair Information, Renter Information) depends upon the status of the reservation/rental.

- 1) Click on any of the tabs to alter **renter**, **vehicle**, **repair facility**, and/or **claim** information.
- 2) Click **Finish** to complete your change and return to the main menu.

You can also click any of the following option buttons (Appendix, page 1):

**Rates** - Display a list of vehicle rates.

**Home** - Return to the main menu (page 2).


**Detail** - Advance to the next Change Reservation/Rental screen (page 6).

**Message** - Send a message to an Enterprise office (page 10).

**Change Adjuster** - Change the adjuster handling the file (Appendix, page 5).

**Additional Charges** - View additional charges on the rental contract (Appendix, page 7).

**Cancel** - Cancel the reservation (page 11).



Change Reservation/Rental

Office: B0076 01      Adjuster: ADAMS, KYLE

Status: RESERVATION      Type: INSURED      Claim#: 4512879624  
Renter: THOMPSON      JONATHON

Date	S/R	Message	Days	Total
10/25/99	R	AUTH CONFIRMED BY ENTERPRISE @ 14:13:07	0	5
10/25/99	R	RESERVATION NUMBER 152187	0	5
10/25/99	S	AUTHORIZATION SENT 14:13:04    5 DAYS @    30.00/DAY	5	5

Message to Enterprise:

Authorization Information

Rental Location

Repair Information

Renter Information

Authorized Amounts

Policy Coverage (Insured Only)

Number of Days: 5      Daily: 30.00  
Vehicle Rate (Claimant):      Rates      Maximum: 900.00  
Direct Bill Percent: 100 %      Authorization Total: 150.00

Back      Finish

Rates

Home

Detail

Message

Change Adjuster

Additional Charges

Cancel

## Authorization Status Definitions

<b>RESERVATION</b>	A rental has been authorized, but the customer has not yet picked up a rental car or started a rental ticket/contract.
<b>OPEN RENTAL</b>	The customer has picked up a car and has opened a rental ticket/contract.
<b>DIRECT BILL REQUEST</b>	The customer has reserved or rented a car through Enterprise, and Enterprise is requesting that you confirm whether you will authorize the rental.
<b>EXTENSION</b>	An extension request is pending on an open contract.
<b>MESSAGE</b>	An incoming message is pending on an open reservation/rental.
<b>EXTN/MSG</b>	(Extension and Message) - An extension request, along with an additional message, is pending on an open contract.
<b>SENT</b>	You have sent an authorization to Enterprise, but the office has not yet sent back a confirmation.
<b>CLOSED</b>	(Closed Ticket) - The customer has returned the rental car and ended the contract.
<b>REJECT</b>	(Authorization Rejected) - An unconfirmed ticket or reservation has been denied authorization.
<b>CANCEL</b>	(Cancelled Reservation) - A previously authorized reservation has been cancelled.
<b>UNASSIGNED RESERVATION</b>	A direct bill request from Enterprise has yet to be assigned to an adjustor.

*The following status definitions apply only to those companies that use the ARMS Web Electronic Invoicing feature:*

**INVOICE** - The rental ticket has been closed and is awaiting approval for payment.

**REJECTED INVOICE** - Authorization for payment of the invoice has been denied.

**INVOICE RETURNED** - An invoice has been returned to the adjustor because the home office's system could not find a matching claim number and cannot issue payment.

**PAID** - The invoice has been approved and processed for payment.



The invoice is marked "PAID" in the ARMS Web system only. Your account will be credited upon receipt of payment.

# Change and Process an Unconfirmed Reservation/Ticket

## Authorization, Rental Delivery Information, and Message

This Change Reservation/Rental screen displays when you click **Next** on the previous Change Reservation/Rental screen (page 6).

- 1) Key additional information, or key over any existing information you wish to change.



The **Number of Days** and the **Vehicle Rate** fields are *required* to confirm the authorization/reservation. If you do *not* key the **number of days authorized**, the reservation/ticket remains unconfirmed.

- 2) Click **Finish** to process the changes to this unconfirmed reservation/ticket and return to the Select Reservations/Rentals screen (page 4).

You can also click any of the following option buttons (Appendix, page 1):


**Rates** - Display a list of vehicle rates (page 5).

**Home** - Return to the main menu (page 2).

**Message** - Send a message to an Enterprise office (page 10).

**Change Adjuster** - Change the adjuster handling the file (Appendix, page 5).

**Additional Charges** - View additional charges on the rental contract (Appendix, page 7).

 **Enterprise**  
rent-a-car

Change Reservation/Rental  
Office: B0076 01    Adjuster: ADAMS, KYLE

Claim Number: 4512879624    Type: Insured

Authorization Information

Authorized Amounts

Number of Days: 6    Vehicle Rate (Claimant):  Rate  
Direct Bill Percent: 100 %

Policy Coverage (Insured Only)

Vehicle Class:     Daily: 30.00  
Maximum: 900.00  
(See table below)

-NOT SPECIFIED	IC-INTERMEDIATE	PC-PREMIUM	XP-PICKUP TRUCK
EC-ECONOMY	SC-STANDARD	LC-LUXURY	XV-VAN
CC-COMPACT	FC-FULL-SIZED	SP-SPECIALTY	XX-EXOTIC

Message:

Rental delivery information:  
Phone Where Rental Needed: 314 512 5000 Ext: 0000  
Need Immed: No  
Date Needed: / /

Back

Finish

Rates

Home

Message

Change Adjuster

Additional Charges



## Use a "Filter" Screen to Select a Reservation/Rental

- 1) Key specific criteria to narrow the list of all reservations/rentals from which to choose.
  - ✳ For example, if you know the renter's claim number and date of loss, key that information in the appropriate fields.
- 2) Click **Next**.
- 3) If an exact match is *not* found, the Select Reservations/Rentals screen appears (page 4).  
If an exact match *is* found, the Change Reservation/Rental screen appears (page 5).

Any combination of information may be used to narrow the search for reservations/rentals.



Use the **Status** field in conjunction with the other information keyed to further narrow the search. If the **Status** field is left *blank*, the system searches *all* reservations/rentals.

Use the **Status** drop-down menu to search for open reservations only or open rentals only.



The **Last Authorized Day** field allows you to select rentals authorized up to and including the date provided.

You can also click any of the following option buttons (Appendix, page 1):

**Home** - Return to the main menu (page 2).

**Adjustor Lookup** - Display a list of adjustors (Appendix, page 5).

Enterprise  
rent-a-car

Office: B0076 01

Select Reservation/Rental

Search Criteria

Renter Last Name:  First:

✳ Claim Number:

Additional Search Criteria

Adjuster Last Name:

Last Authorized Day:

✳ Date of Loss:

Status:

Back Next

Home Adjustor Lookup

## Extend an Open Rental

This Change Reservation/Rental screen appears when a match is found for an open rental. The **status** displays in the upper left-hand corner of the screen.


### To extend a rental,

- 1) Key the desired number in the **Number of Days to Extend** field.
- 2) Key a message if desired.
- 3) Click **Extend Rental**.
- 4) Click **Finish** to process the extension and return to the Select Reservations/Rentals screen (page 4). Click **Back** to return to the Select Reservations/Rentals screen (page 4) without processing any extension.



The next time you access this rental, the S/R message displays "EXTENSION SENT BY ADAMS,KYLE @ 10:46:21." The **Total** column will also reflect the extended number of days.

For an explanation of the buttons, please refer to page 8.

Enterprise

Change Reservation/Rental

Office: B0076 01      Adjuster: ADAMS, KYLE

Status: OPEN RENTAL      Type: CLAIMANT      Claim#: 1459246832  
Renter: ANTON      CHRIS

Date	S/R	Message	Days	Total
10/20/99	S	TERMINATION SENT BY ADAMS,KYLE ON 10/27/99	5	15
10/15/99	R	TICKET 073082 OPENED 10/15/99 @ 08:00:00	0	10
10/14/99	R	AUTHORIZATION CONFIRMED BY ENTERPRISE @ 13:22:30	0	10
10/14/99	R	RESERVATION NUMBER 111395	0	10
10/14/99	S	AUTHORIZATION SENT 13:22:30 10 DAYS @ 20.99/DAY	10	10

Message to Enterprise:  
Number of Days to Extend: 1 | CAR FINISHED 10/20

Extend Rental

Authorization Information

Authorized Amounts

Number of Days: 15

Vehicle Rate (Claimant): 20.99

Direct Bill Percent: 100 %

Rental Location

Policy Coverage (Insured Only)

Daily:

Maximum:

Repair Information

Rental Start: 10/15/99

Authorization Terminated: 10/27/99

Authorization Total: 272.87

plus tax/surchg

Renter Information

Back

Finish

Rates

Home

Detail

Message

Change Adjuster

Additional Charges

Terminate

# Change an Unconfirmed Reservation/Ticket

This Change Reservation/Rental screen displays when a match is found for an unconfirmed reservation/ticket. The **status** displays in the upper left-hand corner of the screen.

The information on each of the tabs (Authorization Information, Rental Location, Repair Information, Renter Information) depends upon the status of the reservation/rental.

- 1) Click on any of the tabs to alter **renter**, **vehicle**, **repair facility**, and/or **claim** information.
- 2) Click **Finish** to complete your change and return to the main menu.

You can also click any of the following option buttons (Appendix, page 1):

**Rates** - Display a list of vehicle rates.

**Home** - Return to the main menu (page 2).


**Detail** - Advance to the next Change Reservation/Rental screen (page 6).

**Message** - Send a message to an Enterprise office (page 10).

**Change Adjuster** - Change the adjustor handling the file (Appendix, page 5).

**Additional Charges** - View additional charges on the rental contract (Appendix, page 7).

**Cancel** - Cancel the reservation (page 11).



Change Reservation/Rental

Office: B0076 01      Adjuster: ADAMS, KYLE

Status: RESERVATION      Type: INSURED      Claim#: 4512879624  
Renter: THOMPSON      JONATHON

Date	S/R	Message	Days	Total
10/25/99	R	AUTH CONFIRMED BY ENTERPRISE @ 14:13:07	0	5
10/25/99	R	RESERVATION NUMBER 152187	0	5
10/25/99	S	AUTHORIZATION SENT 14:13:04    5 DAYS @    30.00/DAY	5	5

Message to Enterprise:

Authorization Information

Rental Location

Repair Information

Renter Information

Authorized Amounts

Number of Days: 5

Vehicle Rate (Claimant):

Direct Bill Percent: 100 %

Policy Coverage (Insured Only)

Daily: 30.00

Maximum: 900.00

Authorization Total: 150.00

Back

Finish

Rates

Home

Detail

Message

Change Adjuster

Additional Charges

Cancel

## Cancel a Reservation

The Cancel Reservation pop-up window appears when you click **Cancel** on the Change Reservation/Rental screen (page 5) if the **status** is "Unconfirmed Reservation" or "Reservation."

- 1) Key a **comment** that explains why this unconfirmed reservation or reservation is being cancelled.
- 2) Click **OK** to process the cancellation and return to the Select Reservations/Rentals screen (page 4). Click **Back** to return to the Select Reservations/Rentals screen (page 4) without cancelling the reservation.



The status changes from "Unconfirmed Reservation" or "Reservation" to "Cancelled."

**Change Reservation/Rental**  
 Office: B0076 01      Adjuster: ADAMS, KYLE

Cancel reservation
✕

Comment

INSURED HAS NO RENTAL COVERAGE

Back
OK

**Authorized Amounts**

Number of Days: 7

Vehicle Rate (Claimant): Rates

Direct Bill Percent: 100 %

**Policy Coverage (Insured Only)**

Daily: 30.00

Maximum: 900.00

Authorization Total: 210.00

12879624

	Days	Total
2	7	7
1	1	7
09:42	0	6
0	0	6
7	6	6

Back
Finish

Back
Finish

Rates
Home
Detail
Message
Change Adjuster
Additional Charges
Cancel

# Change and Process an Unconfirmed Reservation/Ticket

## Authorization, Rental Delivery Information, and Message

This Change Reservation/Rental screen displays when you click **Next** on the previous Change Reservation/Rental screen (page 6).

- 1) Key additional information, or key over any existing information you wish to change.



The **Number of Days** and the **Vehicle Rate** fields are *required* to confirm the authorization/reservation. If you do *not* key the **number of days authorized**, the reservation/ticket remains unconfirmed.

- 2) Click **Finish** to process the changes to this unconfirmed reservation/ticket and return to the Select Reservations/Rentals screen (page 4).

You can also click any of the following option buttons (Appendix, page 1):

**Rates** - Display a list of vehicle rates (page 5).

**Home** - Return to the main menu (page 2).

**Message** - Send a message to an Enterprise office (page 10).

**Change Adjuster** - Change the adjustor handling the file (Appendix, page 5).

**Additional Charges** - View additional charges on the rental contract (Appendix, page 7).

Change Reservation/Rental

Office: B0076 01      Adjuster: ADAMS, KYLE

Claim Number: 4512879624      Type: Insured

Authorization Information

Authorized Amounts

Number of Days: 6      Vehicle Rate (Claimant):  Rate      Direct Bill Percent: 100 %

Vehicle Class:  (See table below)

Policy Coverage (Insured Only)

Daily: 30.00      Maximum: 900.00

-NOT SPECIFIED	IC-INTERMEDIATE	PC-PREMIUM	XP-PICKUP TRUCK
EC-ECONOMY	SC-STANDARD	LC-LUXURY	XV-VAN
CC-COMPACT	FC-FULL-SIZED	SP-SPECIALTY	XX-EXOTIC

Message:

Rental delivery information:  
Phone Where Rental Needed: 314 512 5000 Ext: 0000  
Need Immed: No  
Date Needed: / /

Back

Finish

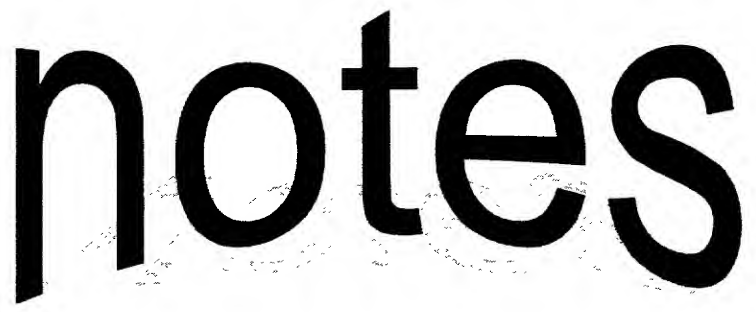
Rates

Home

Message

Change Adjuster

Additional Charges



# Extend an Open Rental

This Change Reservation/Rental screen appears when a match is found for an open rental. The **status** displays in the upper left-hand corner of the screen.

## To extend a rental,

- 1) Key the desired number in the **Number of Days to Extend** field.
- 2) Key a message if desired.
- 3) Click **Extend Rental**.
- 4) Click **Finish** to process the extension and return to the Select Reservations/Rentals screen (page 4). Click **Back** to return to the Select Reservations/Rentals screen (page 4) without processing any extension.



The next time you access this rental, the S/R message displays "EXTENSION SENT BY ADAMS,KYLE @ 10:46:21." The **Total** column will also reflect the extended number of days.

For an explanation of the buttons, please refer to page 8.

Enterprise

Change Reservation/Rental

rent-a-car

Office: B0076 01

Adjuster: ADAMS, KYLE

Status: OPEN RENTAL

Type: CLAIMANT

Claim#: 1459246832

Renter: ANTON

CHRIS

Date	S/R	Message	Days	Total
10/20/99	S	TERMINATION SENT BY ADAMS,KYLE ON 10/27/99	3	13
10/15/99	R	TICKET 073082 OPENED 10/15/99 @ 08:00:00	0	10
10/14/99	R	AUTHORIZATION CONFIRMED BY ENTERPRISE @ 13:22:30	0	10
10/14/99	R	RESERVATION NUMBER 111395	0	10
10/14/99	S	AUTHORIZATION SENT 13:22:30 10 DAYS @ 20.99/DAY	10	10

Message to Enterprise:  
 Number of Days to Extend:  CAR FINISHED 10/20

**Authorization Information**  
 Authorized Amounts  
 Number of Days:   
 Vehicle Rate (Claimant): 20.99 Rates  
 Direct Bill Percent: 100 %

**Rental Location**  
 Policy Coverage (Insured Only)  
 Daily:   
 Maximum:

**Repair Information**

**Renter Information**  
 Rental Start: 10/15/99  
 Authorization Terminated: 10/27/99  
 Authorization Total: 272.87  
 plus tax/surchg

⚙ Rates
🏠 Home
🔍 Detail
💬 Message
👤 Change Adjuster
💰 Additional Charges
🛑 Terminate

# Enterprise Requests-by Adjuster

## Requests-by Adjuster

**Q:**

When should I use Enterprise Requests-by Adjuster?

**A:**

Use this section to respond to authorization requests for unconfirmed reservations/tickets and/or to extend rentals.

<b>Enterprise Requests-by Adjuster - Main Menu .....</b>	<b>1</b>
<b>Select a Reservation/Rental .....</b>	<b>2</b>
<b>Respond to Authorization Requests from Enterprise for an Unconfirmed Reservation (Direct Bill Request) .....</b>	<b>3</b>
<b>Review and/or Change an Unconfirmed Reservation (Direct Bill Request) .....</b>	<b>4</b>
<i>Renter, Vehicle, Repair Facility, and Claim Information</i>	
<b>Review and/or Change an Unconfirmed Reservation .....</b>	<b>5</b>
<i>Authorization, Rental Delivery Information, and Message</i>	
<b>Extend an Open Rental.....</b>	<b>6</b>
<b>Terminate an Open Rental Ticket .....</b>	<b>7</b>
<b>Send a Message on an Open or Unconfirmed Reservation or Rental .....</b>	<b>8</b>



## Cancel a Reservation

The Cancel Reservation pop-up window appears when you click **Cancel** on the Change Reservation/Rental screen (page 5) if the **status** is "Unconfirmed Reservation" or "Reservation."

- 1) Key a **comment** that explains why this unconfirmed reservation or reservation is being cancelled.
- 2) Click **OK** to process the cancellation and return to the Select Reservations/Rentals screen (page 4). Click **Back** to return to the Select Reservations/Rentals screen (page 4) without cancelling the reservation.



The status changes from "Unconfirmed Reservation" or "Reservation" to "Cancelled."

Change Reservation/Rental

Office: B0076 01      Adjuster: ADAMS, KYLE

12879624

**Cancel reservation** [X]

Comment

INSURED HAS NO RENTAL COVERAGE

Back      OK

	Days	Total
2	7	7
	1	7
09:42	0	6
	0	6
7	6	6

**Authorized Amounts**

Number of Days: 7

Vehicle Rate (Claimant): Rates

Direct Bill Percent: 100 %

**Policy Coverage (Insured Only)**

Daily: 30.00

Maximum: 900.00

**Renter Information**

Authorization Total: 210.00

Back
Finish

Rates
Home
Detail
Message
Change Adjuster
Additional Charges
Cancel

# Enterprise Requests-by Adjuster - Main Menu

- 1) Key your **claims office code** in the **Office** field.
- 2) Key your **last name** in the **Adjuster** field.
- 3) Click **Enterprise Requests - by Adjuster**.
- 4) The Select Reservations/Rentals screen appears (page 2).



If you key an **adjustor's last name** in the **Handling for Adjuster** field, Enterprise requests for *only* that adjustor display on the Select Reservations/Rentals screen (page 2). Records appear in alphabetical order according to the **renter** name.

If you leave the **Handling for Adjuster** field *blank*, requests for *all* adjustors display on the Select Reservations/Rentals screen (page 2). Authorization requests appear in alphabetical order according to the **adjustor** name.

If you want to display requests for one particular adjustor, leave your name in the **Adjuster** field and input the other name in the **Handling for Adjuster** field.

Enterprise rent-a-car

Office: B0027 01 Adjuster: ADAMS

Home

Handling for Adjuster: (Or \*ALL)

**Rental Activity**

Renter's Last Name:

Create Reservation

**Enterprise Requests-by Adjuster**

Change Reservation/Rental

Enterprise Requests-Unassigned

**Rental Lookup**

View Reservation/Rental

On-Line Reporting

Invoicing

Process Approved Invoices

ARMS Maintenance

Setup and Maintenance

Logoff



# notes

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## Respond to Authorization Requests from Enterprise for an Unconfirmed Reservation (Direct Bill Request)

This Change Reservation/Rental screen appears when you select an unconfirmed reservation/ticket on the Select Reservations/Rentals screen (page 2).

- 1) Key the number of days and the amount you are authorizing. This includes the daily rate, the maximum dollar amount allowed on the rental, and the number of days allowed.
- 2) Click **Next** to continue to the next Change Reservation/Rental screen (page 4). Click **Back** to return to the Select Reservations/Rentals screen (page 2).



If the **claim type** is **Insured** or **Theft**, the **Number of Days** field and the **Policy Coverage** fields must be filled in (required). If the **claim type** is **Claimant**, the **Number of Days** field, the **Vehicle Rate** field, and the **Direct Bill Percent** field must all be filled in (required).

You can also click any of the following option buttons (Appendix, page 1):

**Rates** - Display a list of vehicle rates.

**Home** - Return to the main menu (page 1).

**Message** - Send a message to an Enterprise office (page 8).

**Change Adjuster** - Change the adjuster handling the file (Appendix, page 5).

**Additional Charges** - View additional charges on the rental contract (Appendix, page 7).

**Cancel** - Delete any information updated on this screen and return to the previous screen.

Enterprise

Change Reservation/Rental  
 Office: B0027 01    Adjuster: ADAMS, KYLE

Status: UNAUTHORIZED OPEN RENTAL    Type: CLAIMANT    Claim#: 5897532141

Renter: CONRAD    KAREN

Date	S/R	Message	Days	Total
10/29/99	R	AUTHORIZATION REQUEST RECEIVED @ 12:21:44	0	0
10/29/99	R	Adjuster: Kyle Adams**	0	0

Message to Enterprise: \_\_\_\_\_

**Authorization Information**

Authorized Amounts

Number of Days:

Vehicle Rate (Claimant):  **Rates**

Direct Bill Percent:

**Rental Location**

**Repair Information**

Policy Coverage (Insured Only)

Daily:

Maximum:

**Renter Information**

Authorization Total:   
plus tax/surchg

Back
Next

Rates
 Home
 Message
 Change Adjuster
 Additional Charges
 Cancel

# Enterprise Requests-by Adjuster

## Requests-by Adjuster

**Q:**

When should I use Enterprise Requests-by Adjuster?

**A:**

Use this section to respond to authorization requests for unconfirmed reservations/tickets and/or to extend rentals.

<b>Enterprise Requests-by Adjuster - Main Menu .....</b>	<b>1</b>
<b>Select a Reservation/Rental .....</b>	<b>2</b>
<b>Respond to Authorization Requests from Enterprise for an Unconfirmed Reservation (Direct Bill Request) .....</b>	<b>3</b>
<b>Review and/or Change an Unconfirmed Reservation (Direct Bill Request) .....</b>	<b>4</b>
<i>Renter, Vehicle, Repair Facility, and Claim Information</i>	
<b>Review and/or Change an Unconfirmed Reservation .....</b>	<b>5</b>
<i>Authorization, Rental Delivery Information, and Message</i>	
<b>Extend an Open Rental.....</b>	<b>6</b>
<b>Terminate an Open Rental Ticket .....</b>	<b>7</b>
<b>Send a Message on an Open or Unconfirmed Reservation or Rental .....</b>	<b>8</b>

## Review and/or Change an Unconfirmed Reservation

### Authorization, Rental Delivery Information, and Message

This Change Reservation/Rental screen appears when you click **Next** on the previous Change Reservation/Rental screen (page 4).

- 1) Review the screen to ensure that all information is accurate. If you need to make changes, key over the existing information.
- 2) Click **Finish** to send this authorization request to Enterprise and return to the Select Reservations/Rentals screen (page 2).  
Click **Back** to return to the previous Change Reservation/Rental screen (page 4).

You can also click any of the following option buttons (Appendix, page 1):

**Rates** - Display a list of vehicle rates.

**Home** - Return to the main menu (page 1).

**Message** - Send a message to an Enterprise office (page 8).

**Change Adjuster** - Change the adjuster handling the file (Appendix, page 5).

**Additional Charges** - View additional charges on the rental contract (Appendix, page 7).

Enterprise  
rent-a-car

Change Reservation/Rental

Office: B0027 01 Adjuster: ADAMS, KYLE

Claim Number: 5897532141 Type: Claimant

Authorization Information

Authorized Amounts

Number of Days:   
Vehicle Rate (Claimant): 22.99 **Rate**  
Direct Bill Percent: 100 %

Vehicle Class:

PC  
(See table below)

Policy Coverage (Insured Only)

Daily:   
Maximum:

-NOT SPECIFIED  
EC-ECONOMY  
CC-COMPACT

IC-INTERMEDIATE  
SC-STANDARD  
FC-FULL-SIZED

PC-PREMIUM  
LC-LUXURY  
SP-SPECIALTY

XP-PICKUP TRUCK  
XV-VAN  
XX-EXOTIC

Message:

Rental delivery information:

Phone Where Rental Needed: 000 000 0000 Ext: 0000  
Need Immed: No  
Date Needed: 10/29/1999

Back

Finish

Rates

Home

Message

Change Adjuster

Additional Charges

# Enterprise Requests-by Adjuster - Main Menu

- 1) Key your **claims office code** in the **Office** field.
- 2) Key your **last name** in the **Adjuster** field.
- 3) Click **Enterprise Requests - by Adjuster**.
- 4) The Select Reservations/Rentals screen appears (page 2).



If you key an **adjustor's last name** in the **Handling for Adjuster** field, Enterprise requests for *only* that adjustor display on the Select Reservations/Rentals screen (page 2). Records appear in alphabetical order according to the **renter name**.

If you leave the **Handling for Adjuster** field *blank*, requests for *all* adjustors display on the Select Reservations/Rentals screen (page 2). Authorization requests appear in alphabetical order according to the **adjustor name**.

If you want to display requests for one particular adjustor, leave your name in the **Adjuster** field and input the other name in the **Handling for Adjuster** field.

Enterprise rent-a-car ARMS (Automated Rental Management System) Home

Office: B0027 | 01 Adjuster: ADAMS

Handling for Adjuster: (Or \*ALL)

Rental Activity

Renter's Last Name:

Create Reservation

Enterprise Requests-by Adjuster

Change Reservation/Rental

Enterprise Requests-Unassigned

Rental Lookup

View Reservation/Rental

On-Line Reporting

Invoicing

Process Approved Invoices

ARMS Maintenance

Setup and Maintenance

Logoff

# Terminate an Open Rental Ticket

This Terminate Rental pop-up window appears when you click **Terminate** on a Change Reservation/Rental screen (page 6) if the **status** is Open Rental.

- 1) Key the last date for which you authorize payment. This date cannot be prior to the current date if the rental is already extended through today. If the date keyed is greater than the current date, ARMS Web automatically extends the rental through that date.



*You will not receive any more extension requests from Enterprise on a rental after that rental is terminated. However, you can still send extensions on rentals that you terminate.*

- 2) Click the box to indicate whether the renter has been notified of the last date for which this payment is authorized (required). If the box is left blank, this indicates that the renter has not been notified.
- 3) Key a **comment** to explain why you are terminating the open rental ticket.
- 4) Click **OK** to process the termination.



The status still displays as "Open Rental"; however, a message displays in the **Message** field stating that the rental has been terminated and by whom. If necessary, you can extend a rental past a termination (see page 6).

Change Reservation/Rental

01 Adjuster: ADAMS, KYLE

1452121425

	Days	Total
	0	7
D BE	0	7
	0	7
	0	7

Extend Rental

St: Re

Termination Date: 11/08/1999

Renter has been notified: ☐

Comment: CAR WILL BE FINISHED

Back OK

Authorization Information

Authorized Amounts

Number of Days: 7

Vehicle Rate (Claimant): 26.99

Direct Bill Percent: 100 %

Rates

Rental Location

Policy Coverage (Insured Only)

Daily:

Maximum:

Repair Information

Rental Start: 10/26/99

Last Authorized Day: 11/01/99

Authorization Total: 168.93

plus tax/surchg

Renter Information

Back

Finish

Rates

Home

Detail

Message

Change Adjuster

Additional Charges

Terminate



## Respond to Authorization Requests from Enterprise for an Unconfirmed Reservation (Direct Bill Request)

This Change Reservation/Rental screen appears when you select an unconfirmed reservation/ticket on the Select Reservations/Rentals screen (page 2).

- 1) Key the number of days and the amount you are authorizing. This includes the daily rate, the maximum dollar amount allowed on the rental, and the number of days allowed.
- 2) Click **Next** to continue to the next Change Reservation/Rental screen (page 4).  
Click **Back** to return to the Select Reservations/Rentals screen (page 2).



If the **claim type** is **Insured** or **Theft**, the **Number of Days** field and the **Policy Coverage** fields must be filled in (required). If the **claim type** is **Claimant**, the **Number of Days** field, the **Vehicle Rate** field, and the **Direct Bill Percent** field must all be filled in (required).

You can also click any of the following option buttons (Appendix, page 1):

**Rates** - Display a list of vehicle rates.

**Home** - Return to the main menu (page 1).

**Message** - Send a message to an Enterprise office (page 8).

**Change Adjuster** - Change the adjuster handling the file (Appendix, page 5).

**Additional Charges** - View additional charges on the rental contract (Appendix, page 7).

**Cancel** - Delete any information updated on this screen and return to the previous screen.

Change Reservation/Rental  
Office: B0027 01      Adjuster: ADAMS, KYLE

Status: UNAUTHORIZED OPEN RENTAL      Type: CLAIMANT      Claim#: 5897532141  
Renter: CONRAD      KAREN

Date	S/R	Message	Days	Total
10/29/99	R	AUTHORIZATION REQUEST RECEIVED @ 12:21:44	0	0
10/29/99	R	Adjuster: Kyle Adams**	0	0

Message to Enterprise:

Authorization Information

Rental Location

Repair Information

Renter Information

Authorized Amounts

Policy Coverage (Insured Only)

Number of Days:       Daily:   
Vehicle Rate (Claimant):  **Rates**      Maximum:   
Direct Bill Percent:  %      Authorization Total:   
plus tax/surchg

Back      Next

Rates

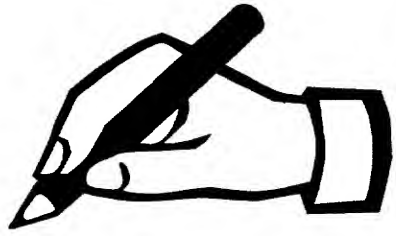
Home

Message

Change Adjuster

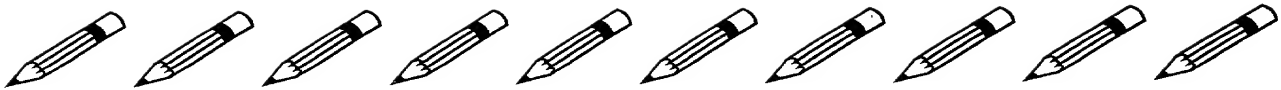
Additional Charges

Cancel



# notes

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## Review and/or Change an Unconfirmed Reservation Authorization, Rental Delivery Information, and Message

This Change Reservation/Rental screen appears when you click **Next** on the previous Change Reservation/Rental screen (page 4).

- 1) Review the screen to ensure that all information is accurate. If you need to make changes, key over the existing information.
- 2) Click **Finish** to send this authorization request to Enterprise and return to the Select Reservations/Rentals screen (page 2).  
Click **Back** to return to the previous Change Reservation/Rental screen (page 4).

You can also click any of the following option buttons (Appendix, page 1):

**Rates** - Display a list of vehicle rates.

**Home** - Return to the main menu (page 1).

**Message** - Send a message to an Enterprise office (page 8).

**Change Adjuster** - Change the adjuster handling the file (Appendix, page 5).

**Additional Charges** - View additional charges on the rental contract (Appendix, page 7).

**Enterprise**  
rent-a-car

Office: B0027 01      Adjuster: ADAMS, KYLE

Change Reservation/Rental

Claim Number:       Type:

Authorization Information

Authorized Amounts

Number of Days:       Vehicle Class:       Policy Coverage (Insured Only)

Vehicle Rate (Claimant):        Daily:       Maximum:

Direct Bill Percent:  %      (See table below)

-NOT SPECIFIED	IC-INTERMEDIATE	PC-PREMIUM	XP-PICKUP TRUCK
EC-ECONOMY	SC-STANDARD	LC-LUXURY	XV-VAN
CC-COMPACT	FC-FULL-SIZED	SP-SPECIALTY	XX-EXOTIC

Message:

Rental delivery information:

Phone Where Rental Needed:    Ext:

Need Immed:

Date Needed:

# Enterprise Requests-Unassigned

## Requests-Unassigned

**Q:**

When should I use Enterprise Requests-Unassigned?

**A:**

Use this section to assign Enterprise authorization requests to an adjuster or another claims office.

<b>Enterprise Requests-Unassigned - Main Menu .....</b>	<b>1</b>
<b>Select Unconfirmed Reservations/Rentals to Assign.....</b>	<b>2</b>
<b>View Authorization Request.....</b>	<b>3</b>
<b>Assign an Adjuster from Your Office .....</b>	<b>4</b>
<b>Assign an Adjuster from Another Office in Your Company .....</b>	<b>5</b>

# Terminate an Open Rental Ticket

This Terminate Rental pop-up window appears when you click **Terminate** on a Change Reservation/Rental screen (page 6) if the **status** is Open Rental.

- 1) Key the last date for which you authorize payment. This date cannot be prior to the current date if the rental is already extended through today. If the date keyed is greater than the current date, ARMS Web automatically extends the rental through that date.



*You will not receive any more extension requests from Enterprise on a rental after that rental is terminated. However, you can still send extensions on rentals that you terminate.*

- 2) Click the box to indicate whether the renter has been notified of the last date for which this payment is authorized (required). If the box is left blank, this indicates that the renter has not been notified.
- 3) Key a **comment** to explain why you are terminating the open rental ticket.
- 4) Click **OK** to process the termination.



The status still displays as "Open Rental"; however, a message displays in the **Message** field stating that the rental has been terminated and by whom. If necessary, you can extend a rental past a termination (see page 6).

01

Adjuster: ADAMS, KYLE

St: Re

Termination Date: 11/08/1999

Renter has been notified: ☐

Comment: CAR WILL BE FINISHED

Back

OK

452121425

	Days	Total
	0	7
	0	7
D BE	0	7
	0	7
	0	7

Extend Rental

Authorization Information

Rental Location

Repair Information

Renter Information

Authorized Amounts

Number of Days:

Daily:

Vehicle Rate (Claimant): 26.99

Maximum:

Direct Bill Percent: 100 %

Policy Coverage (Insured Only)

Rental Start: 10/26/99

Last Authorized Day: 11/01/99

Authorization Total: 188.93

plus tax/surchg

Back

Finish

Rates

Home

Detail

Message

Change Adjuster

Additional Charges

Terminate

# Enterprise Requests-Unassigned - Main Menu

- 1) Key your **claims office code** in the **Office** field.
- 2) Key your **last name** in the **Adjustor** field.
- 3) Click **Enterprise Requests-Unassigned**.
- 4) The Assign Reservations/Rentals screen appears (page 2).

Enterprise  
rent-a-car

ARMS Automated Rental Management System  
Home

Office: B0067 01 Adjustor:

Handling for Adjustor: (Or \*ALL)

Rental Activity

Renter's Last Name:

Create Reservation

Enterprise Requests-by Adjustor

Change Reservation/Rental

Enterprise Requests-Unassigned

Rental Lookup

View Reservation/Rental

On-Line Reporting

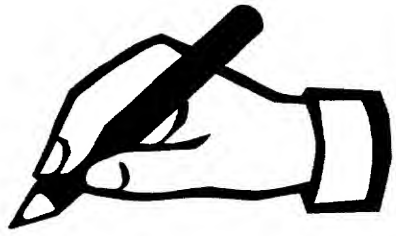
Invoicing

Process Approved Invoices

ARMS Maintenance

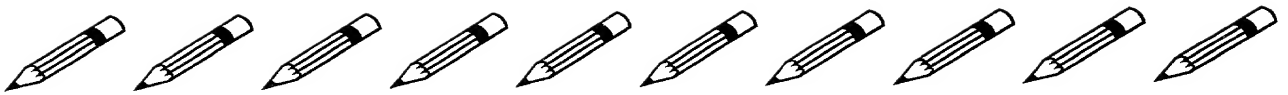
Setup and Maintenance

Logoff



# notes

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## View Authorization Request

This Assign Reservation/Rental screen appears when you click and highlight a name and click **OK** on the previous Assign Reservations/Rentals screen (page 2).

- 1) Review the reservation/rental authorization request.
- 2) Click **Assign** to continue to the Adjustor Selection pop-up window (page 4), or click **Back** to return to the previous Assign Reservations/Rentals screen (page 2).




The **Adjustor** field is blank because this unconfirmed reservation has not yet been assigned to an adjustor.

You can also click any of the following option buttons (Appendix, page 1):

**Home** - Return to the main menu (page 1).

**Message** - Send a message to an Enterprise office (Appendix, page 4).

**Enterprise**  
rent-a-car

ARMS Automated Rental Management System  
Assign Reservation/Rental

Office: B0067 01 Adjuster:

Status: UNASSIGNED RESERVATION Type: INSURED Claim Number:

Renter:JOHNSON TANNY  
651 ELM ST.  
ST LOUIS MO 63145  
Work: Ext: 0000  
Home: 314-555-1254

Rental:ENTERPRISE RENT-A-CAR  
8850 LADUE ROAD  
SAINT LOUIS MO  
314-512-0294  
Location: PPGH Reservation: 152151 Ticket:

Rate Quoted or Rate of Rented Vehicle: Repair Facility:

Date	S/R	Message	Days	Total
10/29/99	R	AUTHORIZATION REQUEST RECEIVED @ 10:48:04	0	0
10/29/99	R	Adjuster: Unknown*	0	0

BackAssign

Home Message



# Enterprise Requests-Unassigned

## Requests-Unassigned

**Q:**

When should I use Enterprise Requests-Unassigned?

**A:**

Use this section to assign Enterprise authorization requests to an adjuster or another claims office.

<b>Enterprise Requests-Unassigned - Main Menu .....</b>	<b>1</b>
<b>Select Unconfirmed Reservations/Rentals to Assign.....</b>	<b>2</b>
<b>View Authorization Request.....</b>	<b>3</b>
<b>Assign an Adjuster from Your Office .....</b>	<b>4</b>
<b>Assign an Adjuster from Another Office in Your Company .....</b>	<b>5</b>

## Assign an Adjustor from Another Office in Your Company

This Claims Office List pop-up window appears when you click **Change Claims Office** on the Adjustor Selection pop-up window (page 4).

- 1) Click to highlight the office you wish to select, and click **OK**.
- 2) The Adjustor Selection screen (page 4) from the office you chose appears.



Follow the instructions on page 4 to assign an adjustor from the office you selected.

Office	Location
01	ST. LOUIS - NORTH
02	ST. LOUIS - SOUTH

Back OK

Warning: Applet Window

Change Claims Office

Back Assign

NO  
cket: 071915  
987-654-3210

# Enterprise Requests-Unassigned - Main Menu

- 1) Key your **claims office code** in the **Office** field.
- 2) Key your **last name** in the **Adjustor** field.
- 3) Click **Enterprise Requests-Unassigned**.
- 4) The Assign Reservations/Rentals screen appears (page 2).

**Enterprise** rent-a-car ARMS Automated Rental Management System Home

Office: B0067 01 Adjustor:

Handling for Adjustor: (Or \*ALL)

**Rental Activity**

Renter's Last Name:

Create Reservation

Enterprise Requests-by Adjustor

Change Reservation/Rental

**Enterprise Requests-Unassigned**

**Rental Lookup**

View Reservation/Rental

On-Line Reporting

Invoicing

Process Approved Invoices

ARMS Maintenance

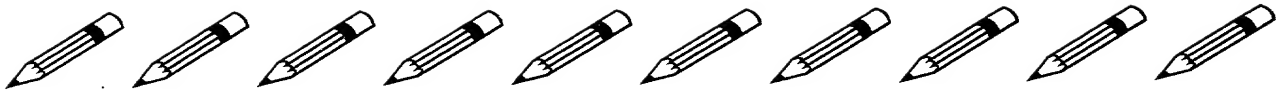
Setup and Maintenance

Logoff



# notes

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## View Authorization Request

This Assign Reservation/Rental screen appears when you click and highlight a name and click **OK** on the previous Assign Reservations/Rentals screen (page 2).

- 1) Review the reservation/rental authorization request.
- 2) Click **Assign** to continue to the Adjustor Selection pop-up window (page 4), or click **Back** to return to the previous Assign Reservations/Rentals screen (page 2).




The **Adjustor** field is blank because this unconfirmed reservation has not yet been assigned to an adjustor.

You can also click any of the following option buttons (Appendix, page 1):

**Home** - Return to the main menu (page 1).

**Message** - Send a message to an Enterprise office (Appendix, page 4).

**Enterprise**  
rent-a-car

ARMS Automated Rental Management System  
Assign Reservation/Rental

Office: B0067 01 Adjuster:

Status: UNASSIGNED RESERVATION Type: INSURED Claim Number:

Renter  
JOHNSON TAMMY  
651 ELM ST.  
ST LOUIS MO 63145  
Work: Ext: 0000  
Home: 314-555-1254

Rental  
ENTERPRISE RENT-A-CAR  
8850 LADUE ROAD  
SAINT LOUIS MO  
314-512-0294  
Location: PPGH Reservation: 152151 Ticket:

Rate Quoted or Rate of Rented Vehicle: Repair Facility:

Date	S/R	Message	Days	Total
10/29/99	R	AUTHORIZATION REQUEST RECEIVED @ 10:48:04	0	0
10/29/99	R	Adjuster: Unknown*	0	0

Back Assign

Home Message

# View Reservation/Rental

## View Reservation/Rental

**Q:**

When should I use View Reservation/Rental?

**A:**

Use this section to review a reservation without making any changes.

<b>View a Reservation/Rental - Main Menu.....</b>	<b>1</b>
<b>Use a "Filter" Screen to Select a Reservation/Rental .....</b>	<b>2</b>
<b>Select a Reservation/Rental .....</b>	<b>3</b>
<b>View a Reservation/Rental .....</b>	<b>4</b>
<b>View a Reservation/Rental .....</b>	<b>5</b>
<i>Renter, Vehicle, Repair Facility, and Claim Information</i>	
<b>View a Reservation/Rental .....</b>	<b>6</b>
<i>Authorization, Rental Delivery Information, and Message</i>	

## Assign an Adjustor from Another Office in Your Company

This Claims Office List pop-up window appears when you click **Change Claims Office** on the Adjustor Selection pop-up window (page 4).

- 1) Click to highlight the office you wish to select, and click **OK**.
- 2) The Adjustor Selection screen (page 4) from the office you chose appears.



Follow the instructions on page 4 to assign an adjustor from the office you selected.

Office	Location
01	ST. LOUIS - NORTH
02	ST. LOUIS - SOUTH

Back OK

Warning: Applet Window

Change Claims Office

MO

cket: 071915

987-654-3210

Assign

## View a Reservation/Rental - Main Menu

- 1) Key your **claims office code** in the **Office** field.
- 2) Key your **last name** in the **Adjuster** field.
- 3) Click **View Reservation/Rental**.
- 4) The Select Reservation/Rental "filter" screen appears (page 2).

Enterprise  
rent-a-car

Home Office: B0117 01 Adjuster:

Handling for Adjuster: (Or \*ALL)

<b>Rental Activity</b>	<b>Rental Lookup</b>
Renter's Last Name: <input type="text"/>	<b>View Reservation/Rental</b>
<b>Create Reservation</b>	<b>On-Line Reporting</b>
<b>Enterprise Requests by Adjuster</b>	<b>Invoicing</b>
<b>Change Reservation/Rental</b>	<b>Process Approved Invoices</b>
<b>Enterprise Requests Unassigned</b>	<b>ARMS Maintenance</b>
	<b>Setup and Maintenance</b>

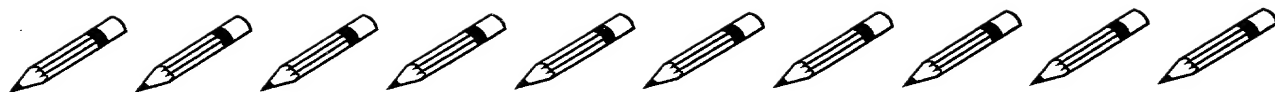
Logoff





# notes

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## Select a Reservation/Rental

This Select Reservations/Rentals screen appears under the following circumstances:

- ◆ More than one match is found for the information keyed on the Select Reservation/Rental "filter" screen (page 2).
  - ◆ No match is found for the information keyed on the Select Reservation/Rental "filter" screen (page 2).
- 1) Click to highlight a name in the Renter Name column, and click **OK** to select the renter whose reservation or rental you want to change.
  - 2) The first View Reservation/Rental screen appears (page 4).

You can also click any of the following option buttons (Appendix, page 1):

**Home** - Return to the main menu (page 1).

**Refresh** - Remove all updated information from the current page.

### Enterprise

rent-a-car

Select Reservations/Rentals

Office: B0122 01

Renter Name	Claim Number	Adjuster	Loss Date	Type
* ABRAMS, KELLY	1452569841	SUMMER, CALI	10/25/99	EXTN
ANTON, CHRIS	1459246832	ADAMS, KYLE	0/00/00	OPEN
BROWN, LUCILLE	3589249521	ADAMS, KYLE	0/00/00	OPEN
CLARK, MICHAEL	4519298216	ADAMS, KYLE	10/18/99	OPEN
CONNOLLEY, PAUL	1452658955	SUMMER, CALI	10/27/99	RESERV
* CONRAD, KAREN	5897532141	ADAMS, KYLE	0/00/00	DB REQ
* DAVIS, JOAN	5625874512	SUMMER, CALI	10/01/99	INV
EVANS, JOE	6578324681	ADAMS, KYLE	0/00/00	OPEN
GERLOFF, DANIELLE	4587145263	SUMMER, CALI	0/00/00	RESERV
* GREEN, SARAH	25698745	SUMMER, CALI	0/00/00	DB REQ
HUNTER, RYAN	4512698754	SUMMER, CALI	10/01/99	CLOSED
JOHNSON, BETTY	1459287311	ADAMS, KYLE	0/00/00	OPEN
* JOHNSON, TAMMY			0/00/00	UNASGN
* JONES, MARK	1458796541	SUMMER, CALI	10/25/99	EXTN
JONES, PAULINE	4516824672	ADAMS, KYLE	0/00/00	OPEN

\* = Requests more than 24 hours old.

Back
OK

Home
Refresh

# View Reservation/Rental

## View Reservation/Rental

**Q:**

When should I use View Reservation/Rental?

**A:**

Use this section to review a reservation without making any changes.

<b>View a Reservation/Rental - Main Menu .....</b>	<b>1</b>
<b>Use a "Filter" Screen to Select a Reservation/Rental .....</b>	<b>2</b>
<b>Select a Reservation/Rental .....</b>	<b>3</b>
<b>View a Reservation/Rental .....</b>	<b>4</b>
<b>View a Reservation/Rental .....</b>	<b>5</b>
<i>Renter, Vehicle, Repair Facility, and Claim Information</i>	
<b>View a Reservation/Rental .....</b>	<b>6</b>
<i>Authorization, Rental Delivery Information, and Message</i>	

## View a Reservation/Rental

### Renter, Vehicle, Repair Facility, and Claim Information

This View Reservation/Rental screen appears when you click **Next** on the previous View Reservation/Rental screen (page 4).

Click **Next** to continue to the next View Reservation/Rental screen (page 6) to view authorization, rental delivery information, and comments.

You can also click any of the following option buttons (Appendix, page 1):

**Home** - Return to the main menu (page 1).

**Additional Charges** - View additional charges on the contract (Appendix, page 7).

Enterprise  
rent-a-car

Office: B0122 01 Adjuster: SUMMER, CALI

View Reservation/Rental

**Renter Information**

Last Name: [ABRINYO] First: [REILLY]  
Address: [101 N. 10TH AVE.]  
City/St/Zip: [ST. LOUIS] [MO] [63120]  
Work Phone: [414] [555] [1212] Ext: [1000]  
Home Phone: [314] [555] [3333]

**Vehicle Information**

Yr/Make/Model: [95] [OLIVIO] (Loss Vehicle)  
Repair Facility: [DAVE'S BODY SHOP]  
Phone: [557] [554] [3000]

**Claim Information**

Insured Last Name: First:  
Policy Number:  
Date of Loss: [10/15/2000]

Back Next

Home Additional Charges

## View a Reservation/Rental - Main Menu

- 1) Key your **claims office code** in the **Office** field.
- 2) Key your **last name** in the **Adjuster** field.
- 3) Click **View Reservation/Rental**.
- 4) The Select Reservation/Rental "filter" screen appears (page 2).

**Enterprise**  
rent-a-car

ARMS (Automated Rental Management System)  
Home

Office: B0117 01 Adjuster:

Handling for Adjuster: (Or \*ALL)

**Rental Activity**

Renter's Last Name:

Create Reservation

Enterprise Requests-by Adjuster

Change Reservation/Rental

Enterprise Requests-Unassigned

**Rental Lookup**

View Reservation/Rental

On-Line Reporting

Invoicing

Process Approved Invoices

ARMS Maintenance

Setup and Maintenance

Logoff



# notes

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## Select a Reservation/Rental

This Select Reservations/Rentals screen appears under the following circumstances:

- ◆ More than one match is found for the information keyed on the Select Reservation/Rental "filter" screen (page 2).
  - ◆ No match is found for the information keyed on the Select Reservation/Rental "filter" screen (page 2).
- 1) Click to highlight a name in the Renter Name column, and click **OK** to select the renter whose reservation or rental you want to change.
  - 2) The first View Reservation/Rental screen appears (page 4).

You can also click any of the following option buttons (Appendix, page 1):

**Home** - Return to the main menu (page 1).

**Refresh** - Remove all updated information from the current page.

### Enterprise

rent-a-car

Select Reservations/Rentals

Office: B0122 01

Renter Name	Claim Number	Adjuster	Loss Date	Type
* ABRAMS, KELLY	1452569841	SUMMER, CALI	10/25/99	EXTN
ANTON, CHRIS	1459246832	ADAMS, KYLE	0/00/00	OPEN
BROWN, LUCILLE	3589249521	ADAMS, KYLE	0/00/00	OPEN
CLARK, MICHAEL	4519298216	ADAMS, KYLE	10/18/99	OPEN
CONNOLLEY, PAUL	1452658955	SUMMER, CALI	10/27/99	RESERV
* CONRAD, KAREN	5897532141	ADAMS, KYLE	0/00/00	DB REQ
* DAVIS, JOAN	5625874512	SUMMER, CALI	10/01/99	INV
EVANS, JOE	6578324681	ADAMS, KYLE	0/00/00	OPEN
GERLOFF, DANIELLE	4587145263	SUMMER, CALI	0/00/00	RESERV
* GREEN, SARAH	25698745	SUMMER, CALI	0/00/00	DB REQ
HUNTER, RYAN	4512698754	SUMMER, CALI	10/01/99	CLOSED
JOHNSON, BETTY	1459287311	ADAMS, KYLE	0/00/00	OPEN
* JOHNSON, TAMMY			0/00/00	UNASGN
* JONES, MARK	1458796541	SUMMER, CALI	10/25/99	EXTN
JONES, PAULINE	4516824672	ADAMS, KYLE	0/00/00	OPEN

\* = Requests more than 24 hours old.

Back
OK

Home
Refresh

# On-line Reporting

**Q:**

# A

Use this section to review reports on rentals, broken down by category.

<b>On-Line Reporting - Main Menu .....</b>	<b>1</b>
<b>Select Report View Options .....</b>	<b>2</b>
<b>Open Detail - By Adjustor .....</b>	<b>3</b>
<b>Open Detail - By Body Shop .....</b>	<b>5</b>
<b>Open Detail - By Office .....</b>	<b>6</b>



### ***Renter, Vehicle, Repair Facility, and Claim Information***


This View Reservation/Rental screen appears when you click **Next** on the previous View Reservation/Rental screen (page 4).

Click **Next** to continue to the next View Reservation/Rental screen (page 6) to view **authorization, rental delivery information, and comments.**

You can also click any of the following option buttons (Appendix, page 1):

**Home** - Return to the main menu (page 1).

**Additional Charges** - View additional charges on the contract (Appendix, page 7).

	08/05 - 08/06/2005 <b>View Reservation/Rental</b> <b>Adjuster: SUMMER, CALI</b>
<b>Office: B0122 01</b>	
<b>Renter Information</b>	
Last Name: <input type="text" value="APRUYS"/>	First: <input type="text" value="REILLY"/>
Address: <input type="text" value="120 MAPLE AVE."/>	
City/St/Zip: <input type="text" value="ST LOUIS"/>	MO <input type="text" value="63120"/>
Work Phone: <input type="text" value="314"/> <input type="text" value="855"/> <input type="text" value="1214"/>	Ext: <input type="text" value="1000"/>
Home Phone: <input type="text" value="314"/> <input type="text" value="855"/> <input type="text" value="8777"/>	
<b>Vehicle Information</b>	
Yr/Make/Model: <input type="text" value="95"/> <input type="text" value="OLYMPIC"/>	(Loss Vehicle)
Repair Facility: <input type="text" value="DAVE'S AUTO SHOP"/>	
Phone: <input type="text" value="987"/> <input type="text" value="454"/> <input type="text" value="0222"/>	
<b>Claim Information</b>	
Insured Last Name:	First:
Policy Number:	
Date of Loss: <input type="text" value="10-05-2005"/>	
<div style="display: flex; justify-content: space-between; align-items: center;"> <span><b>Back</b></span> <span><b>Next</b></span> </div>	
<div style="display: flex; justify-content: space-around;"> <span>Home</span> <span>Additional Charges</span> </div>	

## On-Line Reporting - Main Menu

- 1) Key your **claims office code** in the **Office** field.
- 2) Key your **last name** in the **Adjuster** field.
- 3) Click **On-Line Reporting**.
- 4) The Select Report View Options screen appears (page 2).

The screenshot shows the 'Enterprise rent-a-car' web interface. At the top, there is a navigation bar with the 'Enterprise rent-a-car' logo on the left and a 'Home' link on the right. Below the logo, the text 'Office: 80020' and 'Adjuster:' are visible. The main content area is titled 'Handling for Adjuster: (Or \*ALL)' and contains two columns of buttons. The left column, under the heading 'Rental Activity', includes buttons for 'Renter's Last Name: KIN', 'Create Reservation', 'Enterprise Requests by Adjuster', 'Change Reservation/Rental', and 'Enterprise Requests Unassigned'. The right column, under the heading 'Rental Lookup', includes buttons for 'View Reservation/Rental', 'On-Line Reporting' (which is highlighted with a double border), 'Invoicing', 'Process Approved Invoices', 'ARMS Maintenance', and 'Setup and Maintenance'. A 'Logout' button is located in the bottom left corner of the main content area.

Enterprise rent-a-car

Home

Office: 80020 01 Adjuster:

Handling for Adjuster: (Or \*ALL)

Rental Activity

Renter's Last Name: KIN

Create Reservation

Enterprise Requests by Adjuster

Change Reservation/Rental

Enterprise Requests Unassigned

Rental Lookup

View Reservation/Rental

On-Line Reporting

Invoicing

Process Approved Invoices

ARMS Maintenance

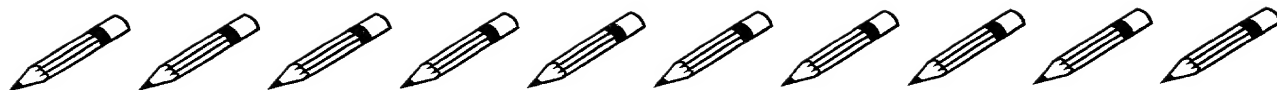
Setup and Maintenance

Logout



# notes

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## Open Detail - By Adjustor

This Open Detail - By Adjustor screen appears when you select **Adjustor** in the **Report Sorted By** field and **Auth Days** in the **Additional Sort** field on the Select Report View Options screen (page 2).

- 1) Click to highlight the name of the renter whose file you want to access, and click **OK** to select that file.
- 2) The first View Reservation/Rental screen appears (View Reservation/Rental, page 4).

The following columns and fields are display-only:

**Adjustor Name** - The adjustor in charge of the claims listed below.

**Claim Number** - The claim number assigned to a particular renter.

**Type** - The type of claim (Insured, Claimant, Theft).

**Rate Authorized** - The rate of the vehicle authorized by the adjustor.

**Rent Days** - The number of days the vehicle has been on rent.

**Authorized Days** - The number of days authorized by the adjustor.

**Days Behind** - The difference (if any) between the number of days authorized and the number of days on rent.



If Auth Days was selected in the Additional Sort field, the claims will appear in descending order by the total authorized days.

**Enterprise**  
**rent-a-car**

**Open Detail**  
 Office: B0020 01

By Adjustor, By Auth Days

Position to Adjuster Last Name:   
 Adjuster Name: ADAMS, KYLE

Claim Number	Type	Rate Authorized	Rent Days	Authorized Days	Days Behind	#Of Extn	Sur-Chgs	Bill** Amount
1458324548	Insured	25.99	14	17		1		441.83
1459287311	Theft	36.99	15	16		1		591.84
1459246832	Claimant	20.99	15	13	Term		Y	272.87
6578324681	Claimant	22.99	11	10		1		229.90
4519298216	Insured	20.99	12	8	Term			167.92
8974656891	Insured	30.99	8	8	Term			247.92
3589249521	Insured	20.99	12	8	Term			167.92
1452121425	Claimant	26.99	4	7				188.93
4516824672	Insured	35.99	8	5		3	Y	179.95

Total Contracts    9    Avgs    26.99    11.0    10.2    2.0    1.0    276.56

\*\* Excludes taxes/surcharges as applicable.

Home
Previous Adj
Next Adj
Show Renter

# On-Line Reporting

**Q:**

When should I  
use On-Line  
Reporting?

**A:**

Use this  
section to  
review  
reports on  
rentals,  
broken  
down by  
category.

<b>On-Line Reporting - Main Menu .....</b>	<b>1</b>
<b>Select Report View Options .....</b>	<b>2</b>
<b>Open Detail - By Adjustor .....</b>	<b>3</b>
<b>Open Detail - By Body Shop .....</b>	<b>5</b>
<b>Open Detail - By Office .....</b>	<b>6</b>


## Open Detail - By Body Shop

This Open Detail - By Body Shop screen appears when you select **Body Shop** in the **Report Sorted By** field and **Auth Days** in the **Additional Sort** field on the Select Report View Options screen (page 2).

- 1) Key the first few letters of the desired body shop in the **Position to Body Shop Name** field, and click **Search**. The list refreshes with your selection at the top.
- 2) Click to highlight the name of the renter whose file you want to access, and click **OK** to select that file.
- 3) The first View Reservation/Rental screen appears (View Reservation/Rental, page 4).



For details on the column headings and fields, please refer to pages 3-4.



**Enterprise**  
rent-a-car

ARMS Automated Rental Management System  
Open Detail

Office: B0020 01

By Body Shop, By Auth Days

Position to Body Shop Name:

Body Shop Name: \*No Body Shop\*

**Search**

Claim Number	Type	Rate Authorized	Rent Days	Authorized Days	Days Behind	#Of Extn	Sur- Chgs	Bill** Amount
1459287311	Theft	36.99	15	16		1		591.84
1459246832	Claimant	20.99	15	13	Term		Y	272.87
3216549875	Claimant	24.99	10	10				249.90
6578324681	Claimant	22.99	11	10		1		229.90
3589249521	Insured	20.99	12	8	Term			167.92
4516824672	Insured	35.99	8	5		3	Y	179.95

Total Contracts    6    Avgs

27.15   11.8   10.3   2.0   1.0

282.06

**Back**

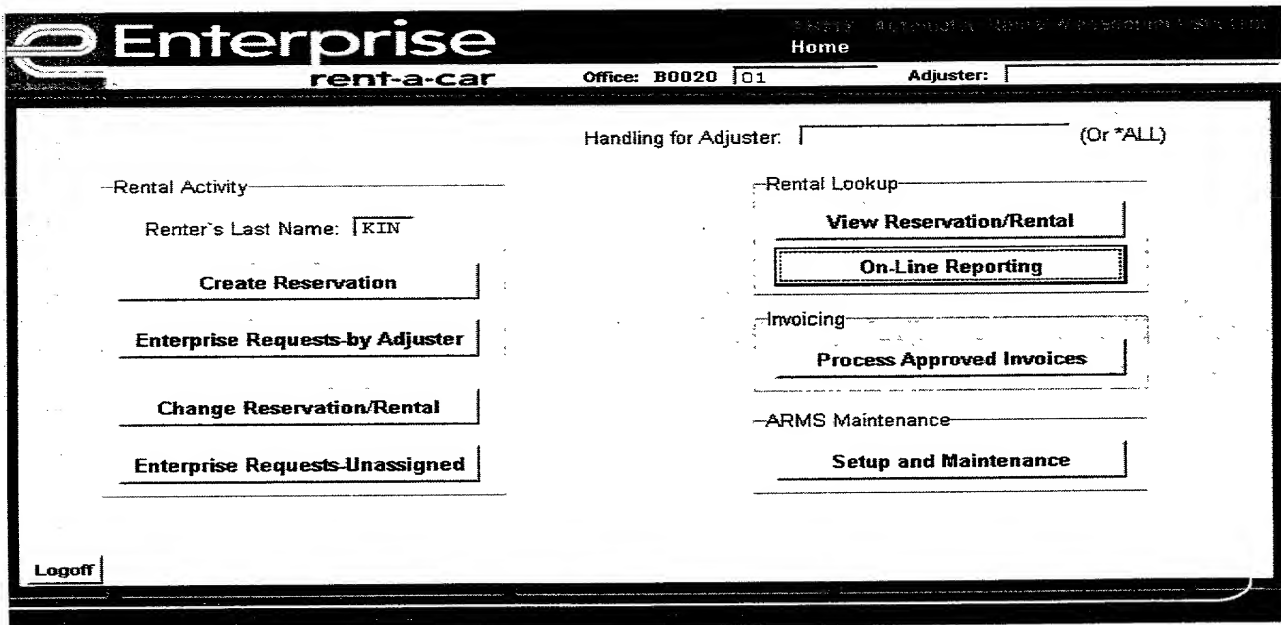
\*\* Excludes taxes/surcharges as applicable.

**OK**

Home   Previous R/S   Next R/S   Show Renter

## On-Line Reporting - Main Menu

- 1) Key your **claims office code** in the **Office** field.
- 2) Key your **last name** in the **Adjuster** field.
- 3) Click **On-Line Reporting**.
- 4) The Select Report View Options screen appears (page 2).



The screenshot shows the 'Enterprise rent-a-car' web interface. At the top, there is a navigation bar with the 'Enterprise rent-a-car' logo on the left and a 'Home' link on the right. Below the logo, the text 'Office: B0020' and 'Adjuster: ' is visible. The main content area is titled 'Handling for Adjuster: ' (Or \*ALL)'. It contains two columns of buttons. The left column, under the heading 'Rental Activity', includes buttons for 'Renter's Last Name: KIN', 'Create Reservation', 'Enterprise Requests by Adjuster', 'Change Reservation/Rental', and 'Enterprise Requests-Unassigned'. The right column, under the heading 'Rental Lookup', includes buttons for 'View Reservation/Rental', 'On-Line Reporting' (which is highlighted with a double border), 'Invoicing', 'Process Approved Invoices', 'ARMS Maintenance', and 'Setup and Maintenance'. A 'Logoff' button is located in the bottom left corner of the main content area.

Enterprise rent-a-car

Home

Office: B0020 01 Adjuster:

Handling for Adjuster: (Or \*ALL)

**Rental Activity**

Renter's Last Name: KIN

Create Reservation

Enterprise Requests by Adjuster

Change Reservation/Rental

Enterprise Requests-Unassigned

**Rental Lookup**

View Reservation/Rental

On-Line Reporting

Invoicing

Process Approved Invoices

ARMS Maintenance

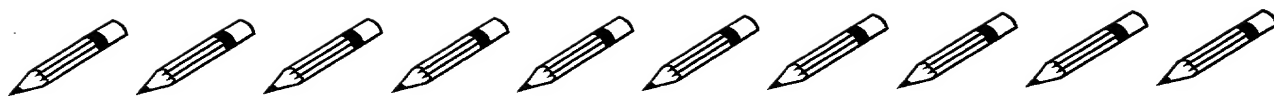
Setup and Maintenance

Logoff



# notes

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## Open Detail - By Adjustor

This Open Detail - By Adjustor screen appears when you select **Adjustor** in the **Report Sorted By** field and **Auth Days** in the **Additional Sort** field on the Select Report View Options screen (page 2).

- 1) Click to highlight the name of the renter whose file you want to access, and click **OK** to select that file.
- 2) The first View Reservation/Rental screen appears (View Reservation/Rental, page 4).

The following columns and fields are display-only:

**Adjustor Name** - The adjustor in charge of the claims listed below.

**Claim Number** - The claim number assigned to a particular renter.

**Type** - The type of claim (Insured, Claimant, Theft).

**Rate Authorized** - The rate of the vehicle authorized by the adjustor.

**Rent Days** - The number of days the vehicle has been on rent.

**Authorized Days** - The number of days authorized by the adjustor.

**Days Behind** - The difference (if any) between the number of days authorized and the number of days on rent.



If Auth Days was selected in the Additional Sort field, the claims will appear in descending order by the total authorized days.

Office: B0020 01

Open Detail

By Adjustor, By Auth Days

Position to Adjuster Last Name:

Adjuster Name: ADAMS, KYLE

Search

Claim Number	Type	Rate Authorized	Rent Days	Authorized Days	Days Behind	\$Of Extn	Sur-Chgs	Bill** Amount
1458324548	Insured	25.99	14	17		1		441.83
1459287311	Theft	36.99	15	16		1		591.84
1459246832	Claimant	20.99	15	13	Term		Y	272.87
6578324681	Claimant	22.99	11	10	1			229.90
4519298216	Insured	20.99	12	8	Term			167.92
8974656891	Insured	30.99	8	8	Term			247.92
3589249521	Insured	20.99	12	8	Term			167.92
1452121425	Claimant	26.99	4	7				188.93
4516824672	Insured	35.99	8	5	3		Y	179.95

Total Contracts 9

Avg Rate 26.99

Avg Rent Days 11.0

Avg Authorized Days 10.2

Avg Days Behind 2.0

Avg \$Of Extn 1.0

Avg Sur-Chgs 1.0

Total Bill\*\* Amount 276.56

\*\* Excludes taxes/surcharges as applicable.

# Process Approved Invoices

## Process Approved Invoices

**Q:**

When should I use Process Approved Invoices?

**A:**

Use this section to process and pay **all** invoices at your claims center.

Process Approved Invoices - Main Menu .....	1
Password Screen .....	2
Process Approved Invoices .....	3
Invoice Review/Approval .....	4
View Reservation/Rental .....	5
Send to Adjuster .....	6
Batch Payment Confirmation .....	7


## Open Detail - By Body Shop

This Open Detail - By Body Shop screen appears when you select **Body Shop** in the **Report Sorted By** field and **Auth Days** in the **Additional Sort** field on the Select Report View Options screen (page 2).

- 1) Key the first few letters of the desired body shop in the **Position to Body Shop Name** field, and click **Search**. The list refreshes with your selection at the top.
- 2) Click to highlight the name of the renter whose file you want to access, and click **OK** to select that file.
- 3) The first View Reservation/Rental screen appears (View Reservation/Rental, page 4).



For details on the column headings and fields, please refer to pages 3-4.



Office: B0020 01

ARMS Automated Rental Management System  
Open Detail

By Body Shop, By Auth Days

Position to Body Shop Name:

Body Shop Name: \*No Body Shop\*

**Search**

Claim Number	Type	Rate Authorized	Rent Days	Authorized Days	Days Behind	#Of Extn	Sur- Chgs	Bill** Amount
1459287311	Theft	36.99	18	18		1		591.84
1459246832	Claimant	20.99	15	13	Term		Y	272.87
3216549875	Claimant	24.99	10	10				249.90
6578324681	Claimant	22.99	11	10		1		229.90
3589249521	Insured	20.99	12	8	Term			167.92
4516824672	Insured	35.99	8	5	3		Y	179.95

Total Contracts    6    Avgs    27.15   11.8    10.3    2.0   1.0    282.06

**Back**                      \*\* Excludes taxes/surcharges as applicable.                      **OK**

Home

Previous R/S

Next R/S

Show Printer

## Process Approved Invoices - Main Menu

- 1) Key your **claims office code** in the **Office** field.
- 2) Key your **last name** in the **Adjuster** field.
- 3) Click **Process Approved Invoices**.
- 4) A password screen appears (page 2).

The screenshot shows the Enterprise rent-a-car main menu. At the top, the Enterprise logo is on the left, and a navigation bar contains 'Home', 'Office: C0120 01', and 'Adjuster: SUMMER'. Below the navigation bar, there is a section for 'Handling for Adjuster:' with a dropdown menu set to '(Or \*ALL)'. The main content area is divided into two columns. The left column, under the heading 'Rental Activity', contains buttons for 'Renter's Last Name:', 'Create Reservation', 'Enterprise Requests by Adjuster', 'Change Reservation/Rental', and 'Enterprise Requests Unassigned'. The right column, under the heading 'Rental Lookup', contains buttons for 'View Reservation/Rental', 'On-Line Reporting', 'Invoicing' (which is expanded to show 'Process Approved Invoices'), 'ARMS Maintenance', and 'Setup and Maintenance'. A 'Logoff' button is located in the bottom left corner of the main content area.

Enterprise  
rent-a-car

Home Office: C0120 01 Adjuster: SUMMER

Handling for Adjuster: (Or \*ALL)

Rental Activity

Renter's Last Name:

Create Reservation

Enterprise Requests by Adjuster

Change Reservation/Rental

Enterprise Requests Unassigned

Rental Lookup

View Reservation/Rental

On-Line Reporting

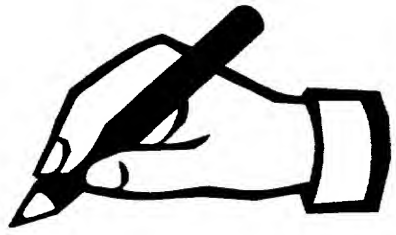
Invoicing

Process Approved Invoices

ARMS Maintenance

Setup and Maintenance

Logoff



# notes

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## Process Approved Invoices

This Process Approved Invoices screen appears when you enter the correct password on the Process Approved Invoices password screen (page 2).

- 1) Click to highlight the invoice you wish to view, and click **OK** to select the invoice.
- 2) The Invoice Review/Approval screen appears (page 4).
- 3) Click **Back** to return to the main menu (page 1).



If you click **Accept Batch**, the Batch Payment Confirmation screen appears (page 7).

You can also click either of the following option buttons:

**Home** - Return to the main menu (page 1).

**Refresh** - Remove all updated information from the current page.

Process Approved Invoices

Office: C0120 01      Adjuster: SUMMER, CALI

Batch pay

Renter Name:

Renter Name	Claim Number	Invoice Date	Adjuster	Amount Due
DAVIS, JOAN	5625874512	10/22/99	SUMMER, CALI	146.22
MOORE, CAROLYN	5896247851	10/22/99	SUMMER, CALI	450.32
WATSON, PATTY	5698562541	10/22/99	SUMMER, CALI	300.00
WEBER, ANDREW	5698754821	10/22/99	SUMMER, CALI	511.76

# Process Approved Invoices

## Process Approved Invoices

**Q:**

When should I use Process Approved Invoices?

**A:**

Use this section to process and pay **all** invoices at your claims center.

Process Approved Invoices - Main Menu .....	1
Password Screen .....	2
Process Approved Invoices .....	3
Invoice Review/Approval .....	4
View Reservation/Rental .....	5
Send to Adjuster .....	6
Batch Payment Confirmation .....	7

## View Reservation/Rental

This View Reservation/Rental screen appears when you click **View Rental** on the Invoice Review/Approval screen (page 4).



*This screen is view-only. You can review the information on the screen to determine whether to process the adjustor-approved invoice.*

Click **Next** or **Back** to return to the Invoice Review/Approval screen (page 4).

You can also click either of the following option buttons:

**Home** - Return to the main menu (page 1).

**Additional Charges** - View additional charges on the contract (Appendix, page 7).

Office: C0120 01 Adjuster: SUMMER, CALI

View Reservation/Rental

Status: INVOICED RENTAL Type: INSURED Claim#: 5625874512  
Renter: DAVIS JOAN

Date	S/R	Message	Days	Total
2/10/00	S	INVOICE APPROVED FOR PAYMENT BY SUMMER,CALI	0	6
10/16/99	R	INVOICE RECEIVED. AMOUNT DUE \$146.22	0	6
10/16/99	R	TICKET 073089 CLOSED 10/10/99 @ 14:56:00	0	6
10/16/99	S	AUTH CHANCE SENT BY SUMMER,CALI @ 14:55:52	0	6
10/16/99	S	EXTENSION SENT BY SUMMER,CALI @ 14:55:52	1	6

Authorization Information

Rental Location

Repair Information

Renter Information

Authorized Amounts

Policy Coverage (Insured Only)

Rental Start: 10/05/99

Number of Days: 6

Daily: 25.00

Last Authorized Day: 0/00/00

Vehicle Rate (Claimant):

Maximum: 750.00

Authorization Total: 150.00

Direct Bill Percent: 100 %

Back

Next

Home

Additional Charges



## Process Approved Invoices - Main Menu

- 1) Key your **claims office code** in the **Office** field.
- 2) Key your **last name** in the **Adjuster** field.
- 3) Click **Process Approved Invoices**.
- 4) A password screen appears (page 2).

The screenshot shows the Enterprise rent-a-car main menu. At the top, the Enterprise logo is on the left, and a navigation bar on the right contains links: Home, Home Page, Claims, Claims History, Claims by Office, Claims by Adjuster, and Claims by Office/Adjuster. Below the navigation bar, the Office is set to C0120 and the Adjuster to SUMMER. The main content area is divided into two columns. The left column, titled 'Rental Activity', contains links for 'Renter's Last Name', 'Create Reservation', 'Enterprise Requests by Adjuster', 'Change Reservation/Rental', and 'Enterprise Requests Unassigned'. The right column, titled 'Rental Lookup', contains links for 'View Reservation/Rental', 'On-Line Reporting', 'Invoicing', 'Process Approved Invoices' (which is highlighted with a red border), 'ARMS Maintenance', and 'Setup and Maintenance'. A 'Handling for Adjuster' field with a dropdown menu and '(Or \*ALL)' is located at the top right of the main content area. A 'Logoff' button is in the bottom left corner.

Enterprise  
rent-a-car

Home Home Page Claims Claims History Claims by Office Claims by Adjuster Claims by Office/Adjuster

Office: C0120 | 01 Adjuster: SUMMER

Handling for Adjuster: (Or \*ALL)

**Rental Activity**

Renter's Last Name:

Create Reservation

Enterprise Requests by Adjuster

Change Reservation/Rental

Enterprise Requests Unassigned

**Rental Lookup**

View Reservation/Rental

On-Line Reporting

Invoicing

**Process Approved Invoices**

ARMS Maintenance

Setup and Maintenance

Logoff

## Batch Payment Confirmation

This Batch Payment Confirmation screen appears when you click **Accept Batch** on the Process Approved Invoices screen (page 3 or 6).

- 1) In the **Payment Date** field, enter the date you wish to make payment.
- 2) Click **OK** to process the payment and return to the main menu (page 1).  
Click **Back** to return to the Process Approved Invoices screen (page 3 or 6) without processing the payment.



**Be sure your office includes the reference number with payment.**

**Enterprise**  
**rent-a-car**

Process Approved Invoices  
Office: C0120 01 Adjuster: SUMMER, CALI

Batch Payment Confirmation Screen

Reference Number: 0001-000001

Payment Amount: 1,262.08 Payment date: 02/10/2000

Invoice Count: 3

Remit payment to: ENTERPRISE RENT-A-CAR  
P.O. BOX 795110  
ST. LOUIS, MO 63179-0795

Please include Reference Number with payment.

Back OK OK

# Process Approved Invoices

This Process Approved Invoices screen appears when you enter the correct password on the Process Approved Invoices password screen (page 2).

- 1) Click to highlight the invoice you wish to view, and click **OK** to select the invoice.
- 2) The Invoice Review/Approval screen appears (page 4).
- 3) Click **Back** to return to the main menu (page 1).



If you click **Accept Batch**, the Batch Payment Confirmation screen appears (page 7).

You can also click either of the following option buttons:

**Home** - Return to the main menu (page 1).

**Refresh** - Remove all updated information from the current page.

Process Approved Invoices

Office: C0120 01 Adjuster: SUMMER, CALI

Batch pay

Renter Name:  Search

Renter Name	Claim Number	Invoice Date	Adjuster	Amount Due
DAVIS, JOAN	5625874512	10/22/99	SUMMER, CALI	146.22
MOORE, CAROLYN	5896247851	10/22/99	SUMMER, CALI	450.32
WATSON, PATTY	5698562541	10/22/99	SUMMER, CALI	300.00
WEBER, ANDREW	5698754821	10/22/99	SUMMER, CALI	511.76

Back

Accept Batch

OK

Home

Refresh



# notes

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## View Reservation/Rental

This View Reservation/Rental screen appears when you click **View Rental** on the Invoice Review/Approval screen (page 4).



*This screen is view-only. You can review the information on the screen to determine whether to process the adjustor-approved invoice.*

Click **Next** or **Back** to return to the Invoice Review/Approval screen (page 4).

You can also click either of the following option buttons:

**Home** - Return to the main menu (page 1).

**Additional Charges** - View additional charges on the contract (Appendix, page 7).

View Reservation/Rental

Office: C0120 01      Adjuster: SUMMER, CALI

Status: INVOICED RENTAL      Type: INSURED      Claim#: 5625874512  
Renter: DAVIS      JOAN

Date	S/R	Message	Days	Total
2/10/00	S	INVOICE APPROVED FOR PAYMENT BY SUMMER,CALI	0	6
10/16/99	R	INVOICE RECEIVED. AMOUNT DUE \$146.22	0	6
10/16/99	R	TICKET 073089 CLOSED 10/10/99 @ 14:56:00	0	6
10/16/99	S	AUTH CHANGE SENT BY SUMMER,CALI @ 14:55:52	0	6
10/16/99	S	EXTENSION SENT BY SUMMER,CALI @ 14:55:52	1	6

**Authorization Information**  
Authorized Amounts: \_\_\_\_\_  
Number of Days:   
Vehicle Rate (Claimant): \_\_\_\_\_  
Direct Bill Percent:  %

**Rental Location**  
Policy Coverage (Insured Only)---  
Daily:   
Maximum:

**Repair Information**

**Renter Information**  
Rental Start: 10/05/99  
Last Authorized Day: 0/00/00  
Authorization Total: 150.00

Back      Next

Home      Additional Charges

## Setup and Maintenance

## When should I use Setup and Maintenance?

Use this section to customize RMS Web, create or change passwords, and add and activate adjusters.

<b>Setup and Maintenance - Main Menu .....</b>	<b>1</b>
<b>Key Password to Access Setup and Maintenance - Main Menu ....</b>	<b>2</b>
<b>Choose a Selection from the File Maintenance Menu .....</b>	<b>3</b>
<b>Customer Profile Maintenance (Customize ARMS Web) .....</b>	<b>4</b>
<b>Adjuster Selection - Maintain Adjuster Files .....</b>	<b>5</b>
<b>Maintain Adjuster Files .....</b>	<b>6</b>
<b>Add an Adjuster .....</b>	<b>7</b>

## Batch Payment Confirmation

This Batch Payment Confirmation screen appears when you click **Accept Batch** on the Process Approved Invoices screen (page 3 or 6).

- 1) In the **Payment Date** field, enter the date you wish to make payment.
- 2) Click **OK** to process the payment and return to the main menu (page 1).  
Click **Back** to return to the Process Approved Invoices screen (page 3 or 6) without processing the payment.



**Be sure your office includes the reference number with payment.**

The screenshot shows the 'Batch Payment Confirmation Screen' from the Enterprise Rent-A-Car system. The window title is 'Batch Payment Confirmation Screen'. The header includes the Enterprise Rent-A-Car logo and the text 'Process Approved Invoices'. Below the header, it displays 'Office: C0120 01' and 'Adjuster: SUMMER, CALI'. The main content area contains the following information: 'Reference Number: 0001-000001', 'Payment Amount: 1,262.08', 'Payment date: 02/10/2000' (with a dropdown arrow), and 'Invoice Count: 3'. Below this, it says 'Remit payment to: ENTERPRISE RENT-A-CAR, P.O. BOX 795110, ST. LOUIS, MO 63179-0795'. A note at the bottom states 'Please include Reference Number with payment.' At the bottom left is a 'Back' button, and at the bottom right is an 'OK' button. On the right side of the window, there is a vertical scrollbar and another 'OK' button.

## Setup and Maintenance - Main Menu

- 1) Key your **claims office code** in the **Office** field.
- 2) Key your **last name** in the **Adjuster** field.
- 3) Click **Setup and Maintenance**.
- 4) A password screen appears (page 2).



The *first* time you use the Setup and Maintenance screens, you will be prompted to create a password on the Customer Profile Maintenance screen (page 4). You can also change a password on the Customer Profile Maintenance screen. Once you have created a password, you will not be prompted on the Customer Profile Maintenance screen again.

Enterprise rent-a-car ARMS - Automated Rental Management System

Home Office: C0026 01 Adjuster:

Handling for Adjuster: (Or \*ALL)

Rental Activity

Renter's Last Name:

Create Reservation

Enterprise Requests by Adjuster

Change Reservation/Rental

Enterprise Requests Unassigned

Rental Lookup

View Reservation/Rental

On-Line Reporting

Invoicing

Process Approved Invoices

ARMS Maintenance

Setup and Maintenance

Logoff





# notes

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## Choose a Selection from the File Maintenance Menu

This File Maintenance Menu screen appears after the ARMS Web system accepts your password. There are two buttons from which to choose.

- ◆ **Customer Profile File** - Advance to the Customer Profile Maintenance screen to customize ARMS Web for your company's specific needs. Create or change your password (page 4).
- ◆ **Adjuster Master File** - Maintain adjustor information such as address and telephone number. You may also activate and deactivate an adjustor from the system (page 6).

- 1) Click the button (see descriptions above) you wish to choose.
- 2) Click **Back** to return to the main menu (page 1).

**Enterprise**  
rent-a-car

ARMS Automated Rental Management System  
File Maintenance Menu

Office: B0002 01

**File Maintenance**

Customer Profile File

Adjuster Master File

Back

# Setup and Maintenance

**Q:**

When should I use Setup and Maintenance?

**A:**

Use this section to customize RMS Web, create or change passwords, and add and activate adjusters.

<b>Setup and Maintenance - Main Menu .....</b>	<b>1</b>
<b>Key Password to Access Setup and Maintenance - Main Menu .....</b>	<b>2</b>
<b>Choose a Selection from the File Maintenance Menu .....</b>	<b>3</b>
<b>Customer Profile Maintenance (Customize ARMS Web) .....</b>	<b>4</b>
<b>Adjuster Selection - Maintain Adjuster Files .....</b>	<b>5</b>
<b>Maintain Adjuster Files .....</b>	<b>6</b>
<b>Add an Adjuster .....</b>	<b>7</b>

## Adjuster Selection - Maintain Adjuster Files

This Adjuster Selection pop-up window appears when you click **Adjuster Master File** on the File Maintenance Menu screen (page 3). There are two functions from which to choose.

- ◆ Maintain files for adjusters already authorized to ARMS Web.
- ◆ Add new adjusters to ARMS Web.

**You can do one of the following:**

- 1) Key the first few letters of a name in the **Adjuster Last Name** field, and click **Search** to find a particular adjuster.  
**OR**
- 2) Click to highlight the adjuster you wish to select, and click **OK** to continue to the Adjuster Maintenance screen (page 6).  
**OR**
- 3) Click **Add an Adjuster** to continue to the Adjuster Add screen (page 7).  
**OR**
- 4) Click **Back** to return to the File Maintenance Menu screen (page 3) without selecting or adding an adjuster.

Enterprise ARMS - Automated Rental Management System

Adjuster Selection

Office: B0002 01

Adjuster Last Name:  Search

Adjuster Name
ADAMS, KYLE
ARMERUSTER, BRENT
CICCIONE, MARIANNE
DENNISON, MICHAEL
DEVALLANCE, KIM
EDWARDS, DENISE
EDWARDS, ELLEN
HUGHES, DANIELLE
KNOX, KATHY
KRAUSE, BRENDA
LALLEY, BRIAN
MAYNES, DONNA
MC GRATH, BRIAN
MEYER, THERESA
MILLER, REGINA

Back OK

Warning: Applet Window

+ Add an Adjuster

# Setup and Maintenance - Main Menu

- 1) Key your **claims office code** in the **Office** field.
- 2) Key your **last name** in the **Adjuster** field.
- 3) Click **Setup and Maintenance**.
- 4) A password screen appears (page 2).



The *first* time you use the Setup and Maintenance screens, you will be prompted to create a password on the Customer Profile Maintenance screen (page 4). You can also change a password on the Customer Profile Maintenance screen. Once you have created a password, you will not be prompted on the Customer Profile Maintenance screen again.

Enterprise rent-a-car ARMS - Automotive Rental Management System

Home Office: C0026 Adjuster:

Handling for Adjuster: (Or \*ALL)

Rental Activity

Renter's Last Name:

Create Reservation

Enterprise Requests by Adjuster

Change Reservation/Rental

Enterprise Requests Unassigned

Rental Lookup

View Reservation/Rental

On-Line Reporting

Invoicing

Process Approved Invoices

ARMS Maintenance

Setup and Maintenance

Logoff

## Add an Adjustor

This Adjuster Add screen appears when you click **Add an Adjustor** on the Adjustor Selection pop-up window (page 5).

- 1) Key the new adjustor's information on the appropriate lines.



All information is *required* except the last four digits of a nine-digit ZIP code and a telephone extension.

- 2) Click **OK** to add the adjustor to the ARMS Web system and return to the File Maintenance Menu (page 3).  
Click **Back** to return to the Adjuster Maintenance screen (page 6).

You can also click the following option button (Appendix, page 1):

**Home** - Return to the main menu (page 1).

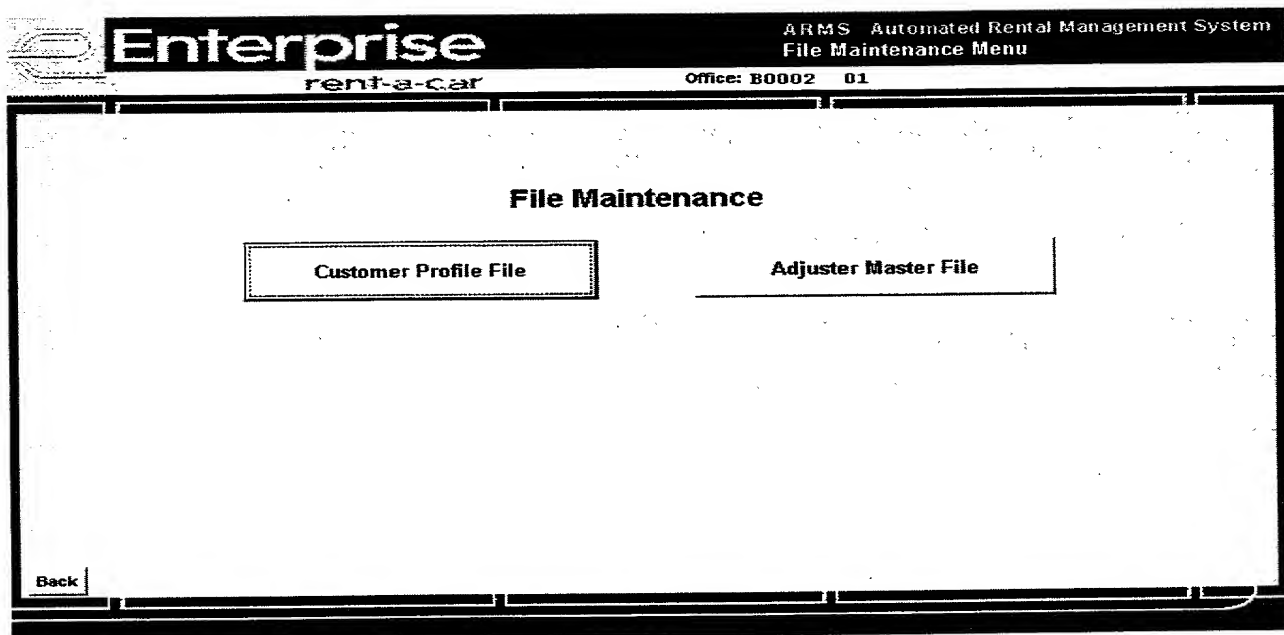
The screenshot shows the 'Enterprise rent-a-car' Adjuster Add screen. The header includes the 'Enterprise rent-a-car' logo and the text 'ARMS Automated Rental Management System Adjuster Add' and 'Office: B0002 01'. The main form area contains the following fields: 'Adjuster Code:' with a text input field; 'Last Name:', 'First Name:', and 'City/St/Zip:' each with a text input field; 'Phone Number:' and 'Ext:' each with a text input field; and 'Status:' with a dropdown menu showing 'ACTIVE'. At the bottom, there are two labels: 'Add Date/Time:' and 'Chg Date/Time:'. The bottom navigation bar includes a 'Back' button, a 'Home' button with a house icon, and an 'OK' button.

## Choose a Selection from the File Maintenance Menu

This File Maintenance Menu screen appears after the ARMS Web system accepts your password. There are two buttons from which to choose.

- ◆ **Customer Profile File** - Advance to the Customer Profile Maintenance screen to customize ARMS Web for your company's specific needs. Create or change your password (page 4).
- ◆ **Adjuster Master File** - Maintain adjustor information such as address and telephone number. You may also activate and deactivate an adjustor from the system (page 6).

- 1) Click the button (see descriptions above) you wish to choose.
- 2) Click **Back** to return to the main menu (page 1).





# notes

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## Adjuster Selection - Maintain Adjuster Files

This Adjuster Selection pop-up window appears when you click **Adjuster Master File** on the File Maintenance Menu screen (page 3). There are two functions from which to choose.

- ◆ Maintain files for adjusters already authorized to ARMS Web.
- ◆ Add new adjusters to ARMS Web.

**You can do one of the following:**

- 1) Key the first few letters of a name in the **Adjuster Last Name** field, and click **Search** to find a particular adjuster.  
**OR**
- 2) Click to highlight the adjuster you wish to select, and click **OK** to continue to the Adjuster Maintenance screen (page 6).  
**OR**
- 3) Click **Add an Adjuster** to continue to the Adjuster Add screen (page 7).  
**OR**
- 4) Click **Back** to return to the File Maintenance Menu screen (page 3) without selecting or adding an adjuster.

The screenshot shows the 'Adjuster Selection' window within the 'ARMS Automated Rental Management System'. The window has a title bar with 'Enter' and 'Adjuster Selection'. Inside, there's a field for 'Office: B0002 01' and a 'Search' button. Below this is a list box titled 'Adjuster Name' containing the following names: ADAMS, KYLE; ARMBRUSTER, BRENT; CICCIONE, MARIANNE; DENNISON, MICHAEL; DEVALLANCE, KIM; EDWARDS, DENISE; EDWARDS, ELLEN; HUGHES, DANIELLE; KNOX, KATHY; KRAUSE, BRENDA; LALLEY, BRIAN; MAYNES, DONNA; MC GRATH, BRIAN; MEYER, THERESA; MILLER, REGINA. At the bottom of the window are buttons for 'Back', 'OK', and 'Add an Adjuster'. A 'Warning: Applet Window' message is visible at the bottom left of the screen.

**Q:**

# A

Use this section to access detail screens throughout ARMS Web.

<b>Buttons - Overview .....</b>	<b>1</b>
<b>Rates .....</b>	<b>2</b>
<b>Detail .....</b>	<b>3</b>
<b>Message .....</b>	<b>4</b>
<b>Change Adjuster .....</b>	<b>5</b>
<b>Change Claims Office .....</b>	<b>6</b>
<b>Additional Charges.....</b>	<b>7</b>

## Add an Adjustor

This Adjuster Add screen appears when you click **Add an Adjustor** on the Adjustor Selection pop-up window (page 5).

- 1) Key the new adjustor's information on the appropriate lines.



All information is *required* except the last four digits of a nine-digit ZIP code and a telephone extension.

- 2) Click **OK** to add the adjustor to the ARMS Web system and return to the File Maintenance Menu (page 3).  
Click **Back** to return to the Adjuster Maintenance screen (page 6).

You can also click the following option button (Appendix, page 1):

**Home** - Return to the main menu (page 1).

The screenshot shows the 'Enterprise rent-a-car' ARMS Adjuster Add screen. The header includes the 'Enterprise rent-a-car' logo and the text 'ARMS Automated Rental Management System Adjuster Add' and 'Office: B0002 01'. The main form area contains the following fields: 'Adjuster Code:' with a text input field; 'Last Name:', 'First Name:', and 'City/St/Zip:' each with a text input field; 'Phone Number:' with a text input field and 'Ext:' with a text input field; and 'Status:' with a dropdown menu showing 'Active'. At the bottom of the form are 'Add Date/Time:' and 'Chg Date/Time:' labels. The bottom navigation bar includes a 'Back' button, a 'Home' button with a circular icon, and an 'OK' button.

# Buttons - Overview

Buttons can guide you through the ARMS Web system quickly. This overview describes those buttons that are the same throughout each option. Screens that can be accessed *only* through a button are described on the following pages. Other buttons are defined within the options in which they are used.

**Rates** - View the rates, address, and phone number of the Enterprise office receiving the reservation.

**Home** - Return to the ARMS Web main menu.

**Detail** - Access screens to key or view more detail in a reservation/rental.

**Message** - Send a message to an Enterprise office.

**Change Adjuster** - Change the adjuster handling the file.

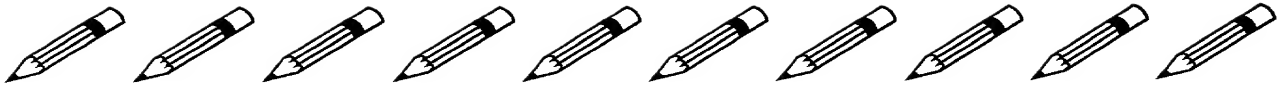
**Change Claims Office** - Change a claims office.

**Additional Charges** - View additional charges on a rental contract.



# notes

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## Detail

### Additional Information in a Reservation Renter, Vehicle, Repair Facility, and Claim Information

This Create Reservation screen appears when you click **Detail** on the previous Create Reservation screen (Create a Reservation, page 2). It is also available in the Change Reservation/Rental and View Reservation/Rental sections.

- 1) Key the renter's Last Name, First name, and work and/or home telephone numbers (required).
- 2) Key any other information you wish to include about the renter, vehicle, repair facility, or coverage in the appropriate fields.
- 3) Click **Next** to save this information and continue to the next Create Reservation screen (below).



Any previously keyed information is retained and displays in the appropriate fields. This applies to both detail screens.



### Additional Information in a Reservation Authorization, Rental Delivery Information, and Message

This Create Reservation screen appears when you click **Next** on the previous Create, Change, or View Reservation/Rental screen.

- 1) If the **Type** is **Insured** or **Theft**, the **Daily** and **Maximum** fields under **Policy Coverage** and the **Number of Days** field must be filled in. Click **Rates** to view rates (optional). If the type is **Claimant**, the **Number of Days** and **Vehicle Rate** fields must be filled in. Key the **Phone Number Where Rental Is Needed**, and use the drop-down arrow to select **Yes** if the rental is needed immediately or **No** if not (required).
- 2) Key any other information you wish to include about the authorization, rental delivery, and message.
- 3) Click **Finish** to process the reservation and return to the ARMS Web main menu (Introduction, page v).

## When should I use Buttons?

Use this section to access detail screens throughout ARMS Web.

<b>Buttons - Overview .....</b>	<b>1</b>
<b>Rates .....</b>	<b>2</b>
<b>Detail .....</b>	<b>3</b>
<b>Message .....</b>	<b>4</b>
<b>Change Adjuster .....</b>	<b>5</b>
<b>Change Claims Office .....</b>	<b>6</b>
<b>Additional Charges .....</b>	<b>7</b>

# Change Adjustor

Use this Adjustor Selection screen to look up or change an adjustor assigned to a reservation/rental.

- 1) Click to highlight the name of the adjustor you wish to select.  
To search for an adjustor by last name, key in the desired name and click **Search**.
- 2) Click **OK** to insert the adjustor's name in the appropriate fields. The name is locked in and carries forward to other screens of the authorization. Click **Back** to return to the previous screen without selecting an adjustor.



Click **Change Claims Office** to transfer the reservation/rental to another claims office. A pop-up window with a list of claims offices within your company displays (page 6).

Enterprise Adjuster Selection

Office: B0003 01

Adjuster Last Name:  Search

Adjuster Name

- ADAMS, KYLE
- DENNISON, MICHAEL
- DEVALANCE, KIM
- KRAUSE, BRENDA
- LALLEY, BRIAN
- MAYNES, DONNA
- MC GRATH, BRIAN
- MEYER, THERESA
- MILLER, REGINA
- MONSON, DAVID
- RANDOLPH, JANICE
- SUMMER, CALI
- TOTH, KELLY
- UNKNOWN, UNKNOWN

Back OK

Warning: Applet Window

Change Claims Office



## Buttons - Overview

Buttons can guide you through the ARMS Web system quickly. This overview describes those buttons that are the same throughout each option. Screens that can be accessed *only* through a button are described on the following pages. Other buttons are defined within the options in which they are used.

**Rates** - View the rates, address, and phone number of the Enterprise office receiving the reservation.

**Home** - Return to the ARMS Web main menu.

**Detail** - Access screens to key or view more detail in a reservation/rental.

**Message** - Send a message to an Enterprise office.

**Change Adjuster** - Change the adjuster handling the file.

**Change Claims Office** - Change a claims office.

**Additional Charges** - View additional charges on a rental contract.

## Additional Charges

Use this Additional Charges screen to authorize charges in addition to the price of the rental.

- 1) Click to select the type of surcharge in the **Type** column.  
Select from these three types:
  - ◆ **Daily** (the amount authorized is charged on a daily basis).
  - ◆ **Rental** (the amount authorized is charged once during the rental).
  - ◆ **Percentage** (the amount authorized is a percentage charge, e.g., airport access fee).
- 2) Key the dollar amount or percentage you are authorizing in the **Amount** or **Percent** column to the right of the **Type** column.
- 3) Click **OK** to save these charges and return to the previous screen. Click **Back** to return to the previous screen without authorizing any charges.



Once recorded, the information will be saved in the system but displays on this screen *only* when you click OK. Key over any existing information to make changes.

Enterprise

Create Reservation

Additional Charges

KYLE

Office: B0003 01

Adjuster: ADAMS, KYLE

Charge	Type	Amount *	Percent *
DDN	Daily	8.99	
PAID			
WEEKEND CHARGE			
WEEK CHARGE			
MISC CHARGES			
UNLIMITE DRIVEN			
BABY CRSE SEAT			

\* Enter either an amount or percent, not both

Back

OK

Next

Message
Change Adjuster
Additional Charges

## Detail

### Additional Information in a Reservation Renter, Vehicle, Repair Facility, and Claim Information

This Create Reservation screen appears when you click **Detail** on the previous Create Reservation screen (Create a Reservation, page 2). It is also available in the Change Reservation/Rental and View Reservation/Rental sections.

- 1) Key the renter's Last Name, First name, and work and/or home telephone numbers (required).
- 2) Key any other information you wish to include about the renter, vehicle, repair facility, or coverage in the appropriate fields.
- 3) Click **Next** to save this information and continue to the next Create Reservation screen (below).

The screenshot shows the 'Create Reservation' screen for Enterprise rent-a-car. The 'Renter Information' section includes fields for Last Name (KING), First Name (JACK), Address, City/State/Zip, Work Phone (314 512 5000), and Home Phone (314 555 1234). The 'Vehicle Information' section includes Year/Make/Model, Repair Facility (BUCK'S BODY SHOP), and Phone (314 555 7896). The 'Claim Information' section includes Insured Last Name, First Name, Policy Number, and Date of Loss. Navigation buttons at the bottom include Home, Message, Change Adjuster, and Additional Charges.



Any previously keyed information is retained and displays in the appropriate fields. This applies to both detail screens.



### Additional Information in a Reservation Authorization, Rental Delivery Information, and Message

This Create Reservation screen appears when you click **Next** on the previous Create, Change, or View Reservation/Rental screen.

The screenshot shows the 'Create Reservation' screen for Enterprise rent-a-car. The 'Authorization Information' section includes fields for Claim Number (12345679), Type (Claimant), Number of Days (7), Vehicle Rate (26.99), Direct Bill Percent (100%), and Vehicle Class (FC). The 'Policy Coverage (Insured Only)' section includes fields for Daily and Maximum. The 'Rental delivery information' section includes fields for Phone Where Rental Needed (314 512 5000), Need Immed (Yes), and Date Needed (02/15/2000). Navigation buttons at the bottom include Back, Rates, Home, Message, Change Adjuster, and Finish.

- 1) If the **Type** is **Insured** or **Theft**, the **Daily** and **Maximum** fields under **Policy Coverage** and the **Number of Days** field must be filled in. Click **Rates** to view rates (optional). If the type is **Claimant**, the **Number of Days** and **Vehicle Rate** fields must be filled in. Key the **Phone Number Where Rental Is Needed**, and use the drop-down arrow to select **Yes** if the rental is needed immediately or **No** if not (required).
- 2) Key any other information you wish to include about the authorization, rental delivery, and message.
- 3) Click **Finish** to process the reservation and return to the ARMS Web main menu (Introduction, page v).



# notes

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# Change Adjustor

Use this Adjustor Selection screen to look up or change an adjustor assigned to a reservation/rental.

- 1) Click to highlight the name of the adjustor you wish to select.  
To search for an adjustor by last name, key in the desired name and click **Search**.
- 2) Click **OK** to insert the adjustor's name in the appropriate fields. The name is locked in and carries forward to other screens of the authorization. Click **Back** to return to the previous screen without selecting an adjustor.



Click **Change Claims Office** to transfer the reservation/rental to another claims office. A pop-up window with a list of claims offices within your company displays (page 6).

**Enterprise**

**Adjuster Selection**

Office: B0003 01

Adjuster Last Name:  **Search**

Adjuster Name
ADAMS, KYLE
DENNISON, MICHAEL
DEVALLANCE, KIM
KRAUSE, BRENDA
LALLEY, BRIAN
MAYNES, DONNA
MC GRATH, BRIAN
MEYER, THERESA
MILLER, REGINA
MONSON, DAVID
RANDOLPH, JANICE
SUMMER, CALI
TOTH, KELLY
UNKNOWN, UNKNOWN

**Back** **OK**

**Change Claims Office**

Warning: Applet Window

Claim Number:

Authorization Information

Authorized Amounts

Number of Day

Vehicle Rate (Claimant)

Direct Bill Percer

-NOT SPECIFIED

EC-ECONOMY

CC-COMPACT

Message:

**Back**

**Rates** **Home**

AMS, KYLE

Claimant

P TRUCK

C

00 Ext: 0000

**Finish**

## **\*\*ARMS/400 UPDATE\*\***

**Please be advised of the following update to the ARMS/400 program:**

ARMS/400 adjusters now have a new way to view open rentals. We have added a new feature that allows adjusters to sort claims by repair facility when searching for rentals by the last authorized day. This enhancement will enable adjusters to proactively manage their files (or the entire office's files) by consolidating all of the rentals that require follow-up by repair facility.

This is what the Select Reservation/Rental screen currently looks like after you select Option 2 - Change Reservation/Rental on the ARMS/400 Main Menu:

```
A4100RF      ARMS/400 - Automated Rental Management System
Office: INS11 02      Select Reservation/Rental

Enter a name or claim number to position a list of
reservations/rentals for selection.

Renter Last Name:      First:
Claim Number:

To narrow your search, enter any of the additional information.

Adjuster Last Name:
Last Authorized Day:    030800
Date of Loss:          000000

Status:      blank=ALL
             1=Open Reservations
             2=Open Rentals

F3=Exit      F6=Adj Lookup      F12=Previous
Press <ENTER> to Continue
```

On the current screen, there is no way of sorting rentals by repair facility. The only sort available is by adjuster last name or the status of the rental.

## Additional Charges

Use this Additional Charges screen to authorize charges in addition to the price of the rental.

- 1) Click to select the type of surcharge in the **Type** column.  
Select from these three types:
  - ◆ **Daily** (the amount authorized is charged on a daily basis).
  - ◆ **Rental** (the amount authorized is charged once during the rental).
  - ◆ **Percentage** (the amount authorized is a percentage charge, e.g., airport access fee).
- 2) Key the dollar amount or percentage you are authorizing in the **Amount** or **Percent** column to the right of the **Type** column.
- 3) Click **OK** to save these charges and return to the previous screen. Click **Back** to return to the previous screen without authorizing any charges.



Once recorded, the information will be saved in the system but displays on this screen *only* when you click OK. Key over any existing information to make changes.

Enterprise

Create Reservation

Additional Charges

KYLE

Office: B0003 01

Adjuster: ADAMS, KYLE

Charge	Type	Amount *	Percent *
ADAMS	Daily	8.99	
RELEASE CHARGE			
NO. CHARGE			
MISC CHARGES			
UNUSABLE DPLD			
BASE DAY RATE			

\* Enter either an amount or percent, not both

Back
OK
Next

Message
Change Adjuster
Additional Charges

## **\*\* ARMS/400 UPDATE \*\***

### **Updated Screen**

The updated screen includes the field Sort by Repair Facility (see highlighted below).

```
A4100RF      ARMS/400 - Automated Rental Management System
Office: INS11 02      Select Reservation/Rental

Enter a name or claim number to position a list of
reservations/rentals for selection.

Renter Last Name: _____ First: _____
Claim Number: _____

To narrow your search, enter any of the additional information.

Adjuster Last Name: _____
Last Authorized Day: 030800      Sort by Repair Facility Y Y/N
Date of Loss: 000000
Status: blank=ALL
        1=Open Reservations
        2=Open Rentals

F3=Exit      F6=Adj Lookup      F12=Previous
Press <ENTER> to Continue
```

All other filter options on this screen will remain the same. Please refer to your ARMS/400 User Guide for instructions on the other fields on this screen.

For this new feature, key the desired date in the **Last Authorized Day** field and **Y** (Yes) in the **Sort by Repair Facility** field. Press [ENTER]. Another new screen, Select Open Rentals by Repair Facility, appears (page 3).





# notes

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## \*\* ARMS/400 UPDATE \*\*

### Select Open Rentals by Repair Facility Screen

A4100RF ARMS/400 - Automated Rental Management System  
Office: INS11 02 Select Open Rentals by Repair Facility

Position to Repair Facility: \_\_\_\_\_

Repair Facility: ABC Body Shop 314-555-1234

Sel	Renter	Drvbl	Vehicle	Days Behind	Auth Days	Last Auth Day
	WILLIAMS, DAN	N	97 HONDA ACCORD	10	12	2/29/00
	STEPHENS, KEN	N	00 CHEV SUBURBAN	7	17	3/03/00
	ABRHAMS, JEFF	N	98 FORD EXPLORER	6	9	3/04/00
	DAVIS, JOAN	Y	91 CHEV CAVALIER	5	8	3/05/00
	MILLER, KIM	Y	99 VW PASSAT	1	7	3/07/00
1	LEE, ROBERT	Y	96 HONDA CIVIC	0	3	3/08/00

F3=Exit F5=Previous Repairer F6=Next Repairer F12=Previous

The repair facilities appear in alphabetical order. To view a different repair facility, key the name in the **Position to Repair Facility** field and press [ENTER].

To select a file, key **1** in the **Sel (Select)** field and press [ENTER]. The Change Reservation/Rental appears (page 4).

- [F3] Exit  
Return to the ARMS/400 Main Menu.
- [F5] Previous Repairer  
Move back to the previous repair facility (in alphabetical order).
- [F6] Next Repairer  
Move to the next repair facility (in alphabetical order).
- [F12] Previous  
Return to the Select Reservation/Rental screen (page 2).

## **\*\*ARMS/400 UPDATE\*\***

**Please be advised of the following update to the ARMS/400 program:**

ARMS/400 adjusters now have a new way to view open rentals. We have added a new feature that allows adjusters to sort claims by repair facility when searching for rentals by the last authorized day. This enhancement will enable adjusters to proactively manage their files (or the entire office's files) by consolidating all of the rentals that require follow-up by repair facility.

This is what the Select Reservation/Rental screen currently looks like after you select Option 2 - Change Reservation/Rental on the ARMS/400 Main Menu:

```
A4100RF      ARMS/400 - Automated Rental Management System
Office: INSL 02      Select Reservation/Rental

Enter a name or claim number to position a list of
reservations/rentals for selection.

Renter Last Name:      First:
Claim Number:

To narrow your search, enter any of the additional information.

Adjuster Last Name:
Last Authorized Day: 030800
Date of Loss: 000000
Status: blank=ALL
          1=Open Reservations
          2=Open Rentals

F3=Exit      F6=Adj Lookup      F12=Previous
Press <ENTER> to Continue
```

On the current screen, there is no way of sorting rentals by repair facility. The only sort available is by adjuster last name or the status of the rental.

# \*\*ARMS/400 UPDATE\*\*

## Change Reservation/Rental Screen

The Change Reservation/Rental screen has also been updated (see highlighted below).

A4100RF		ARMS/400 - Automated Rental Management System	
Office: INS11 02		Change Reservation/Rental Adj: DEVALLANCE, K	
Status: OPEN RENTAL		Claim#: 123456789123987654	
Renter: LEE, ROBERT K		Type: C CLAIMANT	
1313 MOCKINGBIRD LANE		Repair: ABC BODY SHOP	
ADDAMSTOWN, MO 65432			
Work: 800-987-6543 Ext: 1313		Ph/Veh: 314-555-1234 96 Honda	
Home: 314-456-7890		Policy Coverage Authorized	
Rental: ENTERPRISE RENT-A-CAR		Loc: 0101	Daily: Rate: 22.99
8888 LADUE ROAD		Res: 123456	Max: # Days: 3
ST. LOUIS, MO		Tkt: 444444	Pct: 100%
314-863-6886		Rental Start: 3/06/00	Last Auth Day: 3/08/00
-----			
A	Date	S/R	Message Auth Total: 300.00 plus tax/surchg Days Tot
A	3/07/00		CAR IS IN PAINT BOOTH, WILL BE DONE FRIDAY 2
	3/06/00	R	TICKET 444444 OPENED 03/06/00 @ 12:34:00 0 3
	3/01/00	R	AUTHORIZATION CONFIRMED BY ENTERPRISE 0 3
	3/01/00	R	RESERVATION NUMBER 123456 0 3
More.			
F2=Rates F3=Exit F4=Detail F5=Msg F6=Adj Chg F9=Surchgs F11=Cancel F12=Prev			
Press <F10> to Process			

The phone number of the repair facility and the vehicle being repaired have been added. For detailed instructions on the other fields, please refer to your ARMS/400 User Guide.

*Note: These new fields will also be available on the View Reservation/Rental screen.*

## **\*\*ARMS/400 UPDATE\*\***

### **Updated Screen**

The updated screen includes the field Sort by Repair Facility (see highlighted below).

```
A4100RF      ARMS/400 - Automated Rental Management System
Office: INSL1 02      Select Reservation/Rental

Enter a name or claim number to position a list of
reservations/rentals for selection.

Renter Last Name: _____ First: _____
Claim Number: _____

To narrow your search, enter any of the additional information.

Adjuster Last Name: _____
Last Authorized Day: 030800      Sort by Repair Facility Y Y/N
Date of Loss: 000000

Status: blank=ALL
        1=Open Reservations
        2=Open Rentals

F3=Exit      F6=Adj. Lookup      F12=Previous
Press <ENTER> to Continue
```

All other filter options on this screen will remain the same. Please refer to your ARMS/400 User Guide for instructions on the other fields on this screen.

For this new feature, key the desired date in the **Last Authorized Day** field and **Y** (Yes) in the **Sort by Repair Facility** field. Press [ENTER]. Another new screen, Select Open Rentals by Repair Facility, appears (page 3).

## **\*\*ARMS/400 UPDATE\*\***

### **Please be advised of the following update to the ARMS/400 program:**

ARMS/400 is being enhanced with additions to Option 15 - On-Line Reporting. With these new features, more reports on rentals, broken down by adjuster, repair facility, or claim center, can be displayed on the screen.

Two new choices appear on the Select Report View Options screen:

- Closed in the Status field
- Summary in the Report Type field

The screen below is what the Select Report View Options screen currently looks like after Option 15 is selected on the ARMS/400 Main Menu.

```
A4500RA      ARMS/400 - Automated Rental Management System
OFFICE: INS11 06      On-Line Reporting

Select Report View Options

Report Sorted By: 1  1-Adjuster,    2=Bodyshop,    3=Office
Additional Sort:  1  1=Auth Days,    2=Days Behind
Report Type:      1  1=Detail
Status:           1  1=Open

F3=Exit                      F12=Previous
```

On the current screen, closed ticket reports or summary report types were not available.



# **\*\*ARMS/400 UPDATE\*\***

## **Select Open Rentals by Repair Facility Screen**

A4100RF ARMS/400 - Automated Rental Management System  
Office: INS11 02 Select Open Rentals by Repair Facility  
Position to Repair Facility: \_\_\_\_\_  
Repair Facility: ABC Body Shop 314-555-1234

Sel	Renter	Drvbl	Yr	Make/Model	Days Behind	Auth Days	Last Auth Day
	WILLIAMS, DAN	N	97	HONDA ACCORD	10	12	2/29/00
	STEPHENS, KEN	N	00	CHEV SUBURBAN	7	17	3/03/00
	ABRHAMS, JEFF	N	98	FORD EXPLORER	6	9	3/04/00
	DAVIS, JOAN	Y	91	CHEV CAVALIER	5	8	3/05/00
	MILLER, KIM	Y	99	VW PASSAT	1	7	3/07/00
1	LEE, ROBERT	Y	96	HONDA CIVIC	0	3	3/08/00
							More...

F3=Exit F5=Previous Repairer F6=Next Repairer F12=Previous

The repair facilities appear in alphabetical order. To view a different repair facility, key the name in the **Position to Repair Facility** field and press [ENTER].

To select a file, key **1** in the **Sel (Select)** field and press [ENTER]. The Change Reservation/Rental appears (page 4).

- [F3] Exit  
Return to the ARMS/400 Main Menu.
- [F5] Previous Repairer  
Move back to the previous repair facility (in alphabetical order).
- [F6] Next Repairer  
Move to the next repair facility (in alphabetical order).
- [F12] Previous  
Return to the Select Reservation/Rental screen (page 2).

## **\*\* ARMS/400 UPDATE \*\***

### **Updated Screen**

```
A4500RA      ARMS/400 - Automated Rental Management System
OFFICE: INS11 06      On-Line Reporting

Select Report View Options

Report Sorted By: 1 1=Adjuster, 2=Repair Facility 3=Office
Status: 2 1=Open 2=Closed

Report Type: 2 1=Detail 2=Summary

Additional Sort: 1 1=Auth Days, 2=Days Behind

F3=Exit      F12=Previous
```

From the updated Select Report View Options screen, adjusters can now select summary reports and reports on closed tickets — in addition to all of the other reports they could previously access with Option 15.

➤ *The fields still automatically default to 1. You must key 2 to access the new choices on the menu.*

1. Key the desired sorting method.
2. Press [ENTER].  
If 2 is keyed in the **Status** field and 1 is keyed in the **Report Type** field, a Closed Detail screen appears (page 3).  
If 2 is keyed in the **Status** field and 2 is keyed in the **Report Type** field, a Closed Summary screen appears (page 5).

➤ ***Note:** These are the only two screens that will be shown in this update. Both will be sorted by Adjuster and Authorized Days. For instructions on other screens, please refer to the ARMS/400 User Guide.*



# **\*\*ARMS/400 UPDATE\*\***

## **Change Reservation/Rental Screen**

The Change Reservation/Rental screen has also been updated (see highlighted below).

<b>A4100RF</b>		<b>ARMS/400 - Automated Rental Management System</b>	
Office: INS11 02		Change Reservation/Rental Adj: DEVALLANCE,K	
Status: OPEN RENTAL		Claim#: 123456789123987654	
Renter: LEE, ROBERT K		Type: C CLAIMANT	
1313 MOCKINGBIRD LANE		Repair: ABC BODY SHOP	
ADDAMSTOWN, MO 65432			
Work: 800-987-6543 Ext: 1313		Ph/Veh: 314-555-1234 96 Honda	
Home: 314-456-7890		Policy Coverage Authorized	
Rental: ENTERPRISE RENT-A-CAR		Daily: Rate: 22.99	
8888 LADUE ROAD		Res: 123456 Max: # Days: 3	
ST. LOUIS, MO		Tkt: 444444 Pct: 100%	
314-863-6886		Rental Start: 3/06/00 Last Auth Day: 3/08/00	
-----			
<b>A</b>	<b>Date</b>	<b>S/R</b>	<b>Message</b>
A	3/07/00		CAR IS IN PAINT BOOTH, WILL BE DONE FRIDAY
	3/06/00	R	TICKET 444444 OPENED 03/06/00 @ 12:34:00
	3/01/00	R	AUTHORIZATION CONFIRMED BY ENTERPRISE
	3/01/00	R	RESERVATION NUMBER 123456
			Auth Total: 300.00 plus tax/surchg
			Days Tot
			2 3
			0 3
			0 3
			0 3
More...			
F2-Rates F3-Exit F4-Detail F5-Msg F6-Adj Chg F9-Surchgs F11-Cancel F12-Prev			
Press <F10> to Process			

The phone number of the repair facility and the vehicle being repaired have been added. For detailed instructions on the other fields, please refer to your ARMS/400 User Guide.

*Note: These new fields will also be available on the View Reservation/Rental screen.*

# \*\* ARMS/400 UPDATE \*\*

## Closed Detail Screen

```

A4510RA      ARMS/400 - Automated Rental Management System
OFFICE: INS11 02      Closed Detail - By Adjuster, By Auth Days
Position to Adjuster Last Name: _____ Office Active: 01/1999
Range: 01/2000-02/2000

Adjuster Name: ADAMS, KYLE

Sel  Claim Number  Typ  Rate  Rent  Auth  #Of  Total  Amt  Bill
    123456789012   I   20.00  32   30   5  640.00  600.00  600.00
    660257894155   C   22.00  20   20   2  440.00  440.00  440.00
    556589541255   T   20.00  15   14   1  300.00  280.00  280.00
    987451547486   I   20.00  5    5   1  100.00  100.00  100.00
    011512689541   C   24.99  1    2   1  24.99  24.99  24.99

Total: 5      Avgs: 21.40 14.6 14.2 1.8 301.00 289.00 289.00
F3=Exit  F5=Previous Adj  F6=Next Adj  F9=Show Renter  F12=Prev
  
```

From the Closed Detail screen, adjusters can select an individual claim or simply look at the information provided on this screen.

1. **Position to Adjuster Last Name** - Key the first few letters of the last name of the adjuster whose claims you wish to view.
2. Press [ENTER] to display the selected adjuster's name.

The following fields are display-only (unless noted below):

**Office Active** - The first month with available reporting data.

**Range** - The range of dates for the reporting data.

➤ *These are two new fields on the screen. They are both prefilled in with default values. You can edit the Range field, but the Office Active field is view-only.*

**Adjuster Name** - The adjuster in charge of the claims listed below.

**Claim Number** - The claim number assigned to a particular renter.

**Typ** - The type of claim (I=Insured, C=Claimant, T=Theft).

**Rate Auth** - The rate of the vehicle authorized by the adjuster.

**Rent Days** - The number of days the vehicle has been on rent.

**Auth Days** - The number of days authorized by the adjuster.

**# of Ext** - The number of extensions the adjuster has sent.

**Total Chgs** - The total amount of charges on the rental contract..

**Amt Rcvd** - The amount of the payment received by Enterprise.

## **\*\*ARMS/400 UPDATE\*\***

### **Please be advised of the following update to the ARMS/400 program:**

ARMS/400 is being enhanced with additions to Option 15 - On-Line Reporting. With these new features, more reports on rentals, broken down by adjuster, repair facility, or claim center, can be displayed on the screen.

Two new choices appear on the Select Report View Options screen:

- Closed in the Status field
- Summary in the Report Type field

The screen below is what the Select Report View Options screen currently looks like after Option 15 is selected on the ARMS/400 Main Menu.

```
A4500RA ARMS/400 - Automated Rental Management System
OFFICE: INS11 06 On-Line Reporting
Select Report View Options

Report Sorted By: 1 1-Adjuster, 2-Bodyshop, 3-Office
Additional Sort: 1 1-Auth Days, 2-Days Behind
Report Type: 1 1-Detail
Status: 1 1-Open

F3=Exit F12=Previous
```

On the current screen, closed ticket reports or summary report types were not available.

## **\*\* ARMS/400 UPDATE \*\***

**Bill Amount** - The amount of the rental bill.

**Total** - The number of contracts the adjuster is handling at this time.

**Avg** - The average numbers from the columns above.

3. Key **1** in the **Sel** (Select) field to choose a particular claim.
4. Press **[ENTER]**. The View Reservation/Rental screen appears. Please refer to the ARMS/400 User Guide to view the View Reservation/Rental screen.

- |              |   |
|--------------|---|
| <b>[F3]</b>  | <b>Exit</b><br>Return to the Main Menu (page 1).  |
| <b>[F5]</b>  | <b>Previous Adj</b><br>Display the previous adjuster's (alphabetically) claims (if applicable). |
| <b>[F6]</b>  | <b>Next Adj</b><br>Display the next adjuster's claims (if applicable).                          |
| <b>[F9]</b>  | <b>Show Renter</b><br>Display renters' names in place of the claim numbers.                     |
| <b>[F12]</b> | <b>Prev</b><br>Return to the Select Report View Options screen (page 2).                        |

## **\*\* ARMS/400 UPDATE \*\***

### **Updated Screen**

```
A4500RA      ARMS/400 - Automated Rental Management System
OFFICE: INS11 06      On-Line Reporting

Select Report View Options

Report Sorted By: 1  1-Adjuster, 2-Repair Facility 3=Office
Status: 2  1=Open 2=Closed

Report Type: 2  1=Detail 2=Summary

Additional Sort: 1  1-Auth Days, 2=Days Behind

F3=Exit                                           F12=Previous
```

From the updated Select Report View Options screen, adjusters can now select summary reports and reports on closed tickets — in addition to all of the other reports they could previously access with Option 15.

➤ *The fields still automatically default to 1. You must key 2 to access the new choices on the menu.*

1. Key the desired sorting method.
2. Press [ENTER].  
If **2** is keyed in the **Status** field and **1** is keyed in the **Report Type** field, a Closed Detail screen appears (page 3).  
If **2** is keyed in the **Status** field and **2** is keyed in the **Report Type** field, a Closed Summary screen appears (page 5).

➤ ***Note:** These are the only two screens that will be shown in this update. Both will be sorted by Adjuster and Authorized Days. For instructions on other screens, please refer to the ARMS/400 User Guide.*

# \*\* ARMS/400 UPDATE \*\*

## Closed Summary Screen

A4510RA ARMS/400 - Automated Rental Management System									
OFFICE: INS11 02 Closed Summary - By Adjuster									
Position to Adjuster Last Name: _____						Office Active: 01/1999			
						Range: 01/2000-02/2000			
<-----A V E R A G E S----->									
	Tot	Rate	Rent	Auth	#Of	Total	Amt	Bill	
Adjuster Name	Inv	Auth	Days	Days	Ext	Chgs	Rcvd	Amount	
ADAMS, KYLE	50	26.99	25.0	24.0	4.5	960.00	880.00	880.00	
DEVALANCE, KIM	40	24.99	22.3	21.7	4.1	880.00	800.00	800.00	
FLASH, JACK	25	22.99	17.7	16.3	3.7	620.00	550.00	550.00	
SUMMER, CALI	20	21.99	15.2	14.4	2.4	475.00	375.00	375.00	
TOTH, KELLY	12	19.99	10.1	9.9	1.2	125.00	125.00	125.00	
									Bottom
Summary:	29.4	23.39	18.1	17.3	3.2	612.00	546.00	546.00	
F3=Exit						F12=Previous			

This Summary screen contains average totals for adjusters.

**Position to Adjuster Last Name** - Key the first few letters of the last name of the adjuster whose claims you wish to view.

The following fields are display-only (unless noted below):

**Office Active** - The first month with available reporting data.

**Range** - The range of dates for the reporting data.

- *These are two new fields on the screen. They are both prefilled in with default values. You can edit the Range field, but the Office Active field is view-only.*

**Adjuster Name** - The adjuster in charge of the claims.

**Tot Inv** - The total number of invoices for this adjuster.

**Rate Auth** - The rate of the vehicle authorized by the adjuster.

**Rent Days** - The number of days the vehicle has been on rent.

**Auth Days** - The number of days authorized by the adjuster.

**# of Ext** - The number of extensions the adjuster has sent.

**Total Chgs** - The total amount of charges on the rental contract.

**Amt Rcvd** - The amount of the payment received by Enterprise.

**Bill Amount** - The amount of the rental bill.

**Summary** - The average of all of the columns above.

[F3]

Exit

Return to the Main Menu (page 1).



# \*\*ARMS/400 UPDATE\*\*

## Closed Detail Screen

```

A4510RA      ARMS/400 - Automated Rental Management System
OFFICE: INS11 02      Closed Detail - By Adjuster, By Auth Days
                                     Office Active: 01/1999
Position to Adjuster Last Name:      Range: 01/2000-02/2000

Adjuster Name:  ADAMS, KYLE

Sel  Claim Number  Typ  Rate  Rent  Auth  #Of  Total  Amt  Bill
    123456789012   I   20.00  32   30   5  640.00  600.00  600.00
    660257894155   C   22.00  20   20   2  440.00  440.00  440.00
    556589541255   T   20.00  15   14   1  300.00  280.00  280.00
    987451547486   I   20.00   5    5   1  100.00  100.00  100.00
    011512689541   C   24.99   1    2   1  24.99  24.99  24.99

Total: 5      Avgs:  21.40 14.6  14.2  1.8 301.00 289.00 289.00
F3=Exit  F5=Previous Adj  F6=Next Adj  F9=Show Renter  F12=Prev
  
```

From the Closed Detail screen, adjusters can select an individual claim or simply look at the information provided on this screen.

1. **Position to Adjuster Last Name** - Key the first few letters of the last name of the adjuster whose claims you wish to view.
2. Press [ENTER] to display the selected adjuster's name.

The following fields are display-only (unless noted below):

**Office Active** - The first month with available reporting data.  
**Range** - The range of dates for the reporting data.

- *These are two new fields on the screen. They are both prefilled in with default values. You can edit the Range field, but the Office Active field is view-only.*

**Adjuster Name** - The adjuster in charge of the claims listed below.  
**Claim Number** - The claim number assigned to a particular renter.  
**Typ** - The type of claim (I=Insured, C=Claimant, T=Theft).  
**Rate Auth** - The rate of the vehicle authorized by the adjuster.  
**Rent Days** - The number of days the vehicle has been on rent.  
**Auth Days** - The number of days authorized by the adjuster.  
**# of Ext** - The number of extensions the adjuster has sent.  
**Total Chgs** - The total amount of charges on the rental contract..  
**Amt Rcvd** - The amount of the payment received by Enterprise.

## **\*\*ARMS/400 UPDATE\*\***

[F12]

Previous

Return to the Select Report View Options screen (page 2).

\* \* \*

08/15/00 08:15:00